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RAMP UP EAST

2013 Municipal Internal Capacity and External Satisfaction Surveys
REPORT OF RESULTS: CITY OF SHARANA

NOVEMBER, 2013

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ACRONYMS

ASGP	Afghanistan Subnational Governance Programme
CAD	Computer Aided Design
CAO	Control and Audit Office
CDC	Community Development Council
COA	Ministry of Finance - Municipal Chart of Accounts
DAI	Development Alternatives, Inc.
GDMA	General Directorate for Municipal Affairs
GIS	Geographic Information System
GOA	Government of Afghanistan
ICMA	International City/County Management Association
IDLG	Independent Directorate of Local Governance
NA	Not asked
NRC	National Research Center, Inc.
OAA	Office of Administrative Affairs
PDP	Provincial Development Plan
RAMP UP	Regional Afghan Municipalities Program for Urban Populations
RIAP	Revenue Improvement Action Plan
RUE	RAMP UP - Regional Command East
SNGP	Subnational Governance Policy
UNDP	United Nations Development Programme

INTRODUCTION

RAMP UP EAST

Through the USAID funded Regional Afghan Municipalities Program for Urban Populations (RAMP UP), Development Alternatives Inc. (DAI), the International City/County Management Association (ICMA) and National Research Center, Inc. (NRC) are working with 14 municipalities in Eastern Afghanistan to improve local governance by addressing infrastructure, service delivery, leadership and management capacity.

EVALUATION EFFORTS

To evaluate a program so vast in scope, as is RAMP UP East (RUE), requires a clear intention of the kinds of achievements that are to be expected and measures of those achievements that can be monitored over time. Care was taken to keep measurements of administrative activities and resident perceptions consistent across locales. Measures also attempt to target the areas of intervention undertaken by the DAI team of U.S. and Afghan partners aimed to improve quality of life, the role of women in society and the capacity of the government, especially related to Public Works, financial management and revenue enhancement. To assess the success of the programs in these municipalities, an annual survey of residents of RUE cities was conducted to measure the change in citizen perspectives about governance and services. Additionally, RUE staff also completed an annual survey of municipal employees to assess the internal capacity of these local governments.

This report outlines the results from the internal (employee) and external (resident) surveys conducted in 2013 in Sharana. The internal survey interviews with staff and the external survey interviews with residents were conducted in September 2013. A total of 140 residents were interviewed in Sharana. For all cities but Parun (which was only included in resident survey in 2012 and 2013, and never the internal capacity survey, due to security concerns), this was the fourth in a series planned soundings of resident opinion about the outcomes of the RUE work and the third assessment of measures of internal capacity (some limited data on internal capacity was gathered in 2010). When available, the results from the 2013 surveys were compared to the results from the 2010, 2011 and 2012 surveys.

MEASURING CHANGE

Even the most exuberant interventions – extensive capital improvements, innovative program delivery, enhanced personnel training or additional staff – do not always rise to a threshold that moves resident opinion about the services. For example, not everyone necessarily recognizes that response times have shortened, that bridges have been repaired or that community leaders are operating in the interest of the public more often. Adding trash bins in commercial areas may be a necessary precursor to improving resident opinion about trash haul, but it may not be sufficient.

In this report, we display and discuss the circumstances at the time of the data collection. While we speculate on some of the reasons for circumstances as they are, we are aware that not all descriptions of what has happened in a locale will provide answers about why residents gave particular ratings.

Changes observed across the 14 municipalities of RUE were not uniform and, clearly, understanding how residents in different communities view important characteristics of the community will help identify where further effort should be expended. In addition, understanding what kinds of infrastructure capacity exist in municipalities will point the way to building the kind of capacity that is necessary to improve resident opinion.

OVERVIEW OF SHARANA RESULTS

Staff levels were similar to other cities.

In 2013, Sharana had 18 permanent and 30 contract staff members, or about 0.9 staff members per 1,000 residents (the RUE City average was also 0.9 staff per 1,000 residents). The total number of employees increased from 2011 (34) to 2012 (52), but dropped slightly in 2013 (to 48). This was against the trend, as on average across all RUE Cities staffing increased from 2012 to 2013.

Women's participation was low but support for women was improving.

No females were interviewed in Sharana in any years of the RUE resident surveys. No women worked at the municipal government between 2010 and 2013 and no women were included in the Citizens' Forum. There were also no parks for women to use. However, 59% of Sharana men strongly agreed and 31% somewhat agreed that women should have equal opportunities like men in education, and 46% of Sharana men strongly agreed and 28% somewhat agreed that women should have equal opportunities participating in government. This was an improvement from 2010, when fewer men agreed that women should have equal educational opportunities and almost no men agreed the women should participate in government.

Planning was much improved.

In 2013, Sharana upgraded its master plan, building on the map they developed in 2007 and adding a Comprehensive Development Plan that included a strategic municipal plan. In 2013 they also created an economic development plan that included intervention strategies and potential projects. In 2011, they worked with RUE to create a municipal organization chart. Sharana also had a Municipal Development Plan that they were updating annually. Sharana had written statements of vision, mission and goals and had established written objectives, responsibilities and timelines for achieving municipal goals. Additionally, they had written job descriptions for all municipal staff members and descriptions of the responsibilities for each department. One area for continued improvement was the procedures manual; in 2013 this wasn't automated and had no flow charts for procedures.

There was no Municipal Council, but there were some mechanisms for public input.

Sharana did not have a functioning Municipal Council; this was true for 4 of the 13 RUE cities. However, in 2013 they did implement a complaint/suggestion box at the municipality to provide a place for feedback, and they had a Citizens' Forum that met monthly. The forum assisted municipal staff in prioritizing municipal projects and services, delivering municipal services and resolving conflicts. Additionally, the Municipality presented the

1392 (2013) budget in the Citizens' Forum.

There were few Public Works services.

The Sharana municipality was involved in providing sanitation and waste water systems to residents, but not power or water systems. The municipal government occasionally conducted road, parks and latrine maintenance, but this was not scheduled and no specific crews were organized for this task. Sharana did provide regular trash collection. Trash collection was a scheduled service and was added as a line item in the budget in 2012. In 2013, Sharana added additional trucks and crew members to the waste collection team and collected more waste than in 2012. In 2012, the Public Works Office acquired a work space for repairs and developed a written checklist for vehicle maintenance on a daily/weekly basis. This maintenance was included in the budget starting in 2012.

RUE provided electricity and internet access for municipal government administration.

Sharana had eight computers available to be shared among employees; two of the computers had internet access, which was provided by RUE. RUE also provided electricity for the municipal government offices. The municipal government had access to Microsoft Office but not computer aided design (CAD) software, GIS or accounting software.

Financial practices improved.

In 2012 staff began using a cash account along with the M20 to record revenues and continued this practice in 2013. In 2013 they upgraded their procurement system from manual to computer-based. In 2013, they formed a budget committee for budget preparation and they presented their budget in their Citizens' Forum. They also developed department level or staff level work plans which they updated monthly. In 2013, the Sharana finances were audited by the IDLG, whereas no audits had been conducted in 2012.

2012 improvements in revenue system practices were sustained in 2013.

In 2012, staff began recording revenue in both a cash ledger and revenue sub-ledger using Microsoft Excel, where in past years they did not have a revenue recording system. The business registration and licensing system and the revenue system were both computerized, but the property Safayi fee system remained manual. Sharana's Revenue Enhancement Office also began organizing their files. Like most, but not all RUE cities, they had standard written procedures for collecting business license fees, property Safayi fees and other sources of revenue.

Quality of life in the city rebounded in 2013.

Residents' ratings of their overall quality of life improved from 2010 to 2011 and then held steady from 2011 to 2013. Ratings of healthcare facilities, quality of schools, cleanliness of streets and the health of the people in

Sharana dropped from 2011 to 2012, but improved in 2013.

Residents were concerned about job opportunities.

Concern about the number of jobs in the city also increased in 2013; residents gave low ratings to the number of job opportunities in their city, and a large majority thought there were fewer opportunities than there had been a year prior to the 2013 survey. About 1 in 10 heads of households were unemployed and another 1 in 10 were only employed part time.

Residents thought the municipal government was doing well at providing services.

Most residents thought the municipal government was doing a somewhat (84%) or very (12%) good job of providing services, an improvement from baseline ratings in 2010. The frequency of trash removal from city streets improved in 2013, and trash services such as garbage bins in residential and commercial areas and cleaning garbage from the streets were generally rated as excellent or good. Ratings for removing improvised dumpsites and providing legal dumpsites dropped from 2012 to 2013, but remained above ratings given in 2010 (the baseline year).

Drainage and sanitation improved.

From 2010 to 2012, almost all households used dry latrines for toilet waste, but in 2013 septic tank cleaning services improved such that most households were able to start using latrines with septic systems. Residents continued to drain waste water into open ditches and canals.

From 2010 to 2012, ratings for the quality of drainage ditches and services were generally low, but they improved markedly in 2013 with at least half of residents saying each was excellent or good.

Roads were improving, somewhat.

Ratings for the condition of neighborhood streets and street repair and construction services were low in 2010 to 2012 and improved in 2013 to an average rating between fair and good. However, ratings for the condition of main city roads and highways remained similar to 2012 and lower than 2010-2011 ratings.

Residents asked for and got a new source for electricity.

When asked in 2012 to prioritize services the municipal government could potentially provide, 6 in 10 residents said the top priority should be electricity service. In 2013, a local private company was contracted to provide power to through the installation of generators in the city. Most residents began using these generators and no longer relied on solar power. Electricity provision remained a municipal government service priority for 2013 survey respondents; 26% said it should be the first priority and 71% ranked it in the top three.

Water came from wells and clean drinking water was a secondary service priority.

Almost all households had a well on their property or shared a well with a neighbor for drinking water. While about one in six households said they used public standpipes in 2012, no one mentioned this as

a drinking water source in 2010, 2011 or 2013. Having the municipal government supply clean drinking water was a second tier priority for residents in 2013. While most residents said electricity should be the number one priority municipal government service, about one-third named drinking water as a “top 3” priority. About one-third also named the provision of public trash containers and ditch cleaning, repair and construction as a “top 3” priority.

People knew who the mayor was and considered him a resource.

In 2013, 86% of respondents could identify the mayor, compared to 81% in 2012 and only 8% in 2010 and 2011. Most

(98%) said they would contact the mayor if they had a problem related to the city (up from about 60% in past years).

Payment of Safayi was inconsistent.

When asked if they had paid the Safayi (municipal government fees or taxes), all respondents said “no” in 2013 and in 2011, but 99% said “yes” in 2012 and 18% said “yes” in 2010.

Trust in the municipal government was improving.

In 2013, three-quarters of respondents said they had a great deal or some trust that the local government conducted its activities to benefit the people of

Sharana. This was significantly more people than in past years when most said they had little or no trust. In 2013, about three-quarters of respondents also said that they thought the local government almost always or at least sometimes kept people like them in mind when making decisions. Municipal officials were the government officials most frequently contacted by residents, and most who had contact with them said they had been asked for cash, gift or a favor in no cases or only in isolated cases (98%); this was an improvement from past years.

CITY DEMOGRAPHICS

Sharana had a smaller population smaller than most of the RAMP UP East (RUE) cities, but had a higher population density than seven of the RUE cities.

FIGURE 1: DEMOGRAPHIC OUTLINE FOR RAMP UP EAST CITIES

	Population	Municipality land size (km ²)	Government district (Wuleswali) land size (km ²)	Total education institutions	Total health centers
Parun	13,000	6	19	6	4
Bazarak	15,593	12	344	16	5
Maidan Shar	40,050	27	345	30	4
Sharana	54,416	20	536	19	6
Mahmood Raqi	60,400	38	184	45	37
Bamyan	78,300	40	1,797	73	14
Puli Alam	99,300	30	1,121	74	30
Charikar	105,000	30	267	72	16
Asadabad	107,250	60	56	32	3
Mehterlam	112,856	21	718	21	6
Ghazni	154,618	72	359	98	70
Gardez	234,858	32	750	67	40
Khost	270,000	34	491	73	57
Jalalabad	600,000	24	24	51	22
All cities average	138,974	32	501	48	22

This data was provided by the staff of each municipality in November 2013.

FIGURE 2: PER CAPITA DEMOGRAPHIC OUTLINE FOR RAMP UP EAST CITIES

	Per capita land size (people per km ²)	Education institutions (people per institution)	Health centers (people per center)
Bazarak	1,299	975	3,119
Maidan Shar	1,483	1,335	10,013
Mahmood Raqi	1,589	1,342	1,632
Asadabad	1,788	3,352	35,750
Bamyan	1,958	1,073	5,593
Ghazni	2,147	1,578	2,209
Parun	2,167	2,167	3,250
Sharana	2,721	2,864	9,069
Puli Alam	3,310	1,342	3,310
Charikar	3,471	1,458	6,563
Mehterlam	5,374	5,374	18,809
Gardez	7,339	3,505	5,871
Khost	7,941	3,699	4,737
Jalalabad	25,000	11,765	27,273
All cities average	4,828	2,988	9,800

INTERNAL CAPACITY

GENERAL MUNICIPAL CAPACITY

Sharana had a similar number of staff positions per capita (0.9 staff per 1,000 people) as the average for RUE Cities. In 2013, the municipal government had 48 total permanent positions and all were filled; this was similar to 2012 and more than in 2011. No women filled these positions.

FIGURE 3: TOTAL STAFF (PERMANENT AND CONTRACT) IN RAMP UP EAST CITIES COMPARED BY YEAR

	Total filled staff positions				Percent women			
	2010	2011	2012	2013	2010	2011	2012	2013
Asadabad	70	55	54	64	0%	0%	0%	0%
Bamyan	22	38	26	35	0%	0%	3.8%	2.9%
Bazarak	42	30	31	30	0%	0%	0%	0%
Charikar	68	84	109	105	0%	0%	8.0%	1.0%
Gardez	53	64	57	78	0%	0%	0%	0%
Ghazni	54	171	160	165	0%	0%	0%	0.6%
Jalalabad	NA	480	638	651	NA	0.4%	0%	0.3%
Khost	91	165	190	187	0%	0%	0%	0%
Mahmood Raqi	46	32	44	43	0%	3.1%	4.5%	0%
Maidan Shar	NA	60	77	85	NA	6.7%	0%	0%
Mehterlam	25	159	85	92	0%	0%	1.2%	1.1%
Puli Alam	63	67	78	87	0%	0%	0%	0%
Sharana	NA	34	52	48	NA	0%	0%	0%
All cities total	NA	1,439	1,601	1,670	NA	0.5%	0.9%	0.4%

FIGURE 4: PER CAPITA STAFF (TOTAL STAFF POSITIONS PER 1,000 PEOPLE) IN RAMP UP EAST CITIES COMPARED BY YEAR

	2010	2011	2012	2013
Gardez	0.4	0.4	0.4	0.4
Bamyan	0.3	0.6	0.5	0.5
Asadabad	0.7	0.5	0.5	0.6
Khost	0.5	0.6	0.8	0.8
Mahmood Raqi	0.8	0.6	1.3	0.8
Mehterlam	0.2	1.5	0.9	0.9
Puli Alam	0.6	0.8	0.8	0.9
Sharana	NA	0.6	1.0	0.9
Jalalabad	NA	0.8	1.1	1.1
Charikar	0.6	0.8	1.0	1.2
Ghazni	0.3	1.1	1.2	1.4
Maidan Shar	NA	1.5	1.1	2.1
Bazarak	3.1	1.9	2.2	2.2
All cities average	NA	0.8	0.9	0.9

Contract staff made up the majority of Sharana municipal government staff. In 2013, 18 positions were permanent and 30 were contract positions. The number of permanent positions was similar to previous years and the number of contract staff was lower than in 2012 but higher than in 2011. In 2013, all positions were filled.

FIGURE 5: PERMANENT STAFF IN RAMP UP EAST CITIES COMPARED BY YEAR

	2010		2011		2012		2013	
	Positions	% unfilled						
Asadabad	45	0%	21	0%	22	5%	24	0%
Bamyan	14	36%	32	28%	23	43%	21	24%
Bazarak	30	17%	12	0%	15	20%	15	27%
Charikar	22	0%	26	0%	35	0%	34	18%
Gardez	30	57%	30	53%	32	50%	30	53%
Ghazni	40	0%	50	0%	48	21%	70	46%
Jalalabad	135	0%	139	0%	172	0%	165	0%
Khost	52	33%	61	0%	73	27%	75	23%
Mahmood Raqi	31	6%	13	0%	13	0%	17	29%
Maidan Shar	60	0%	23	4%	27	0%	25	0%
Mehterlam	24	0%	86	8%	32	31%	35	11%
Puli Alam	25	0%	26	12%	26	4%	31	6%
Sharana	23	0%	17	0%	18	28%	18	0%
All cities average	41		41		41		43	
All cities total	531	9%	536	7%	536	14%	560	16%

FIGURE 6: CONTRACT STAFF IN RAMP UP EAST CITIES COMPARED BY YEAR

	2010		2011		2012		2013	
	Positions	% unfilled	Positions	% unfilled	Positions	% unfilled	Positions	% unfilled
Asadabad	25	0%	34	0%	34	3%	40	0%
Bamyan	13	0%	15	0%	15	13%	19	0%
Bazarak	18	6%	18	0%	19	0%	19	0%
Charikar	46	0%	58	0%	74	0%	87	11%
Gardez	56	29%	56	11%	59	31%	75	15%
Ghazni	14	0%	121	0%	137	11%	146	13%
Jalalabad	NA	NA	341	0%	466	0%	486	0%
Khost	85	34%	104	0%	140	2%	145	11%
Mahmood Raqi	19	11%	21	10%	33	6%	31	0%
Maidan Shar	NA	NA	38	0%	50	0%	60	0%
Mehterlam	1	0%	80	0%	66	5%	61	0%
Puli Alam	38	0%	49	10%	54	2%	59	2%
Sharana	NA	NA	17	0%	39	0%	30	0%
All cities average	NA	NA	73		91		97	
All cities total	NA	NA	952	1%	1,112	4%	1,258	5%

In Sharana, as in other RUE cities, the Public Works Office was the largest municipal government Office, having 69% of all staff positions.

FIGURE 7: PERCENT OF TOTAL POSITIONS IN EACH OFFICE IN RAMP UP EAST CITIES, 2013

	Total number of positions	Administration	Finance	Revenue	Public Works
Asadabad	64	17%	5%	8%	70%
Bamyan	35	29%	20%	9%	43%
Bazarak	30	27%	13%	17%	43%
Charikar	105	51%	2%	3%	44%
Gardez	78	15%	3%	4%	78%
Ghazni	165	10%	4%	13%	73%
Jalalabad	651	24%	2%	12%	62%
Khost	187	25%	2%	7%	66%
Mahmood Raqi	43	16%	7%	14%	63%
Maidan Shar	85	49%	5%	4%	42%
Mehterlam	92	43%	5%	20%	32%
Puli Alam	87	45%	2%	5%	48%
Sharana	48	13%	6%	13%	69%
All cities	1,670	27%	3%	10%	59%

When asked to name the law that governs municipalities, all of the municipalities were aware that it was the Taliban Municipal Law; they referred to it as the Taliban Law or the Municipal Law No. 794. All the Cities had a copy of this law. Sharana staff referred to it as the Taliban Law.

FIGURE 8: LAW THAT GOVERNS MUNICIPALITIES COMPARED BY YEAR

	Municipal Law No 794	Taliban Law
Sharana 2012		✓
Sharana 2013		✓
All cities 2013	50%	50%

In 2007 the municipal government of Sharana created a Master Plan that consisted of a physical plan or map of the city. In 2013 Sharana expanded on this, developing a Comprehensive Development Plan that includes a strategic municipal plan. By 2013, all of the 13 RUE Cities had created at least a physical plan (map of the city), but only 31% (4 of 13 Cities) had developed a Comprehensive Development Plan that included strategic municipal plan. The master plan for Sharana covered one naiya.

FIGURE 9: MUNICIPAL GOVERNMENT MASTER PLAN COMPARED BY YEAR

	None	Physical Plan - map of the city done within last 50 years	Physical Plan had been updated within the last 10 years	Comprehensive Development Plan that included strategic municipal plan
Sharana 2010		✓		
Sharana 2011		✓	✓	
Sharana 2012		✓	✓	
Sharana 2013		✓	✓	✓
All cities 2013	0%	100%	62%	31%

FIGURE 10: YEAR MUNICIPAL GOVERNMENT MASTER PLAN WRITTEN COMPARED BY YEAR

	Sharana 2011	Sharana 2012	Sharana 2013	All cities 2013
1965/1344				8%
1970/1349				8%
1973/1352				15%
1976/1355				8%
1998/1377				8%
2006/1385	✓			0%
2007/1386		✓		0%
2009/1388				8%
2012/1391				15%
2013/1392			✓	31%

FIGURE 11: NUMBER OF NAIYAS COVERED BY MUNICIPAL GOVERNMENT MASTER PLAN COMPARED BY YEAR

	Sharana 2011	Sharana 2012	Sharana 2013	All cities 2013
1		✓	✓	23%
2	✓			0%
3				8%
4				31%
5				8%
6				23%
8				8%

Assisted by RUE, Sharana's municipal organization chart was created in 2011/1390.

FIGURE 12: YEAR MUNICIPAL ORGANIZATION CHART CREATED COMPARED BY YEAR

	Sharana 2011	Sharana 2012	Sharana 2013	All cities 2013
1961/1340				0%
1966/1345				0%
2004/1383				0%
2010/1389				15%
2011/1390	✓	✓	✓	15%
2013/1392				69%

FIGURE 13: ORGANIZATION ASSISTING WITH MUNICIPAL ORGANIZATION CHART COMPARED BY YEAR

	Sharana 2011	Sharana 2012	Sharana 2013	All cities 2013
IDLG				23%
IDLG\GDMA				8%
RUE	✓	✓	✓	69%

Along with nearly all of the other RUE Cities, Sharana had a Municipal Development Plan in place. The plan had a five year time horizon and 25% of the plan had been implemented in 2013. The plan was updated annually.

FIGURE 14: MUNICIPAL DEVELOPMENT PLAN COMPARED BY YEAR

		Sharana 2012	Sharana 2013	All cities 2013
Municipal Development Plan	No			8%
	Yes	✓	✓	92%
Time horizon of the Municipal Development Plan (years)	1			8%
	3			8%
	5	✓	✓	67%
	15			17%
Percentage of the Municipal Development Plan that has already been implemented	25%	✓	✓	50%
	40%			17%
	50%			33%
Plan updated annually	No			33%
	Yes	✓	✓	67%

Sharana had seven completed Provincial Development Plan (PDP) projects and four that were ongoing. In 2013, more projects were completed than in 2011 or 2012.

FIGURE 15: PROVINCIAL DEVELOPMENT PLAN PROJECTS WITHIN MUNICIPAL BOUNDARIES COMPARED BY YEAR

		Sharana 2011	Sharana 2012	Sharana 2013	All cities 2013
Number of projects within the municipal boundaries of PDP that are completed	3				31%
	4				8%
	5		✓		8%
	6	✓			0%
	7			✓	8%
	8				15%
	10				15%
	20				8%
	37				8%
Number of projects within the municipal boundaries of PDP that are ongoing	0				8%
	1				8%
	2				8%
	3				31%
	4	✓	✓	✓	15%
	5				23%
	8				8%

In 2013, Sharana progressed from having an economic profile to having an economic development plan that included intervention strategies and potential projects. Three of 13 RUE Cities had attained this level of local economic planning. The municipal procedures manual had step by step procedures documented manually on paper. Except for the Sub-National Governance Policy Document, the municipal government had all of the listed documents, including written statements of vision, mission and goals and established written objectives, responsibilities and timelines for achieving municipal goals.

FIGURE 16: LOCAL ECONOMIC DEVELOPMENT PLAN COMPARED BY YEAR

	None	Had an economic profile	Economic profile had been analyzed with stakeholders	Created an economic development committee	Developed economic development plan with intervention strategies and potential projects
Sharana 2011		✓			
Sharana 2012		✓			
Sharana 2013		✓	✓	✓	✓
All cities 2013	8%	92%	85%	54%	23%

FIGURE 17: MUNICIPAL PROCEDURES MANUAL COMPARED BY YEAR

	None	Step by step procedures are documented manually on paper	Automated step by step procedures in MS Word document	Procedures include flow charts for each type of process or document
Sharana 2012		✓		
Sharana 2013		✓		
All cities 2013	23%	77%	62%	8%

FIGURE 18: MUNICIPAL GOVERNMENT DOCUMENTS COMPARED BY YEAR

	Sharana 2010	Sharana 2011	Sharana 2012	Sharana 2013	All cities 2013
A copy of the law that governs municipalities	NA	NA	✓	✓	100%
A copy of Sub-National Governance Policy Document	NA	NA			54%
A municipal organizational chart	✓	✓	✓	✓	100%
A description of the responsibilities for each of your municipal departments	NA		✓	✓	92%
Written job description for all municipal staff members	✓		✓	✓	92%
A copy of the Provincial Development Plan (PDP)		✓	✓	✓	100%
An economic profile	NA	✓	✓	✓	100%
Written statements of vision, mission and goals	NA	✓	✓	✓	85%
Established written objectives, responsibilities and timelines for achieving municipal goals	NA	NA	✓	✓	46%

Similar to 4 of the 13 RUE Cities, Sharana did not have a functioning municipal council in 2012 and 2013, although it had a functioning council in 2010 and 2011.

FIGURE 19: MUNICIPAL COUNCIL COMPARED BY YEAR

		Sharana 2010	Sharana 2011	Sharana 2012	Sharana 2013	All cities 2013
Functioning municipal council	No			✓	✓	31%
	Yes	✓	✓			69%
Frequency of municipal council meetings (percent of cities that have a municipal council)	Weekly					33%
	Monthly	✓	✓			67%
Meeting minutes are kept (percent of cities that have a municipal council)	No		✓			0%
	Yes	✓				100%

In Sharana, a complaint box or suggestion box was offered as an option for dealing with citizen complaints, along with calling in to the office or speaking with the Mayor.

FIGURE 20: MECHANISM TO DEAL WITH CITIZEN COMPLAINTS COMPARED BY YEAR

	None	Citizens can call in to the office or media areas	Mayor talks with people directly in his office	Complaint box or suggestion box available in the municipality
Sharana 2012		✓	✓	✓
Sharana 2013		✓	✓	✓
All cities 2013	0%	100%	92%	69%

The municipal government also had an ad hoc citizen forum which met monthly and had 22 members; this was four more members than in 2012. The bulk of forum representatives were from local businesses and included religious, youth, culture and other representatives, but no women. The forum resolved conflicts, prioritized municipal projects and services and participated in the delivery of municipal services.

FIGURE 21: CITIZEN FORUM COMPARED BY YEAR

		Sharana 2012	Sharana 2013	All cities 2013
Have a forum for citizens' consultation and participation	Yes	✓	✓	100%
Forum is formal or ad hoc	Ad hoc	✓	✓	62%
	Formal			38%
Number of forum members	Not known			8%
	10			8%
	15			8%
	18	✓		0%
	20			23%
	22		✓	8%
	24			8%
	25			8%
	34			8%
	35			8%
	46			8%
	48			8%
Frequency forum meets	Monthly	✓	✓	100%

FIGURE 22: NUMBER OF CITIZEN FORUM REPRESENTATIVES BY GROUP COMPARED BY YEAR

	Sharana 2012	Sharana 2013	All cities 2013 average
Women	0	0	2.7
Local business	8	13	7.2
Religious	2	2	1.9
Youth	4	2	3.3
Culture	2	3	2.5
Other	2	2	6.9
Total	18	22	24.5

FIGURE 23: TYPES OF ACTIVITIES THE FORUM PERFORMS COMPARED BY YEAR

	Sharana 2012	Sharana 2013	All cities 2013
Prioritization of municipal projects		✓	90%
Prioritization of municipal services	✓	✓	92%
Delivery of municipal services	✓	✓	85%
Monitoring and evaluation of municipal projects			69%
Monitoring and evaluation of municipal services			69%
Annual budget preparation			50%
Monitoring and evaluations of budget execution			69%
Tariff setting for municipal taxes, charges, and fees			33%
Conflict resolution	✓	✓	92%
Planning and conduct of public events			69%
Other			36%

The municipal government of Sharana had four or fewer donors and did not keep a written list of these donors, as there were few enough to easily track.

FIGURE 24: LIST OF DONORS THAT ASSISTED THE MUNICIPALITY COMPARED BY YEAR

	None	Know the donors because there are less than 5 donors	Written list of donors and contact numbers
Sharana 2011		✓	
Sharana 2012		✓	
Sharana 2013		✓	
All cities 2013	0%	100%	31%

The municipality communicated with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) on a monthly basis. These communications involved a variety of modes, including written letters, documents and reports, telephone and email, but not in-person meetings. The municipal government communicated with 22 of 41 Provincial Line Ministry Directorates.

FIGURE 25: FREQUENCY OF COMMUNICATION WITH IDLG/GDMA COMPARED BY YEAR

	Weekly	Monthly	Quarterly	Annually
Sharana 2010				✓
Sharana 2011		✓		
Sharana 2012		✓		
Sharana 2013		✓		
All cities 2013	62%	38%	0%	0%

FIGURE 26: MODE OF COMMUNICATION WITH IDLG/GDMA COMPARED BY YEAR

	Sharana 2011	Sharana 2012	Sharana 2013	All cities 2013
Telephone	✓		✓	85%
Email	✓		✓	62%
Reports/legal documents and official letters	✓	✓	✓	92%
In-person, meetings or conferences		✓		23%

FIGURE 27: PROVINCIAL LINE MINISTRIES DIRECTORATES WITH WHICH MUNICIPALITY COORDINATES COMPARED BY YEAR

Provincial Line Ministry Directorate	Sharana 2012	Sharana 2013	All cities 2013
Agriculture Directorate	✓	✓	100%
Border and Tribal Affairs Directorate			31%
Communication Directorate	✓	✓	77%
Commerce Directorate			77%
Counter Narcotics Directorate			69%
Central Statistics Directorate	✓	✓	85%
Education Directorate			85%
Economy Directorate	✓	✓	100%
Finance Directorate	✓	✓	85%
Foreign Affairs Directorate			8%
Hajj and Pilgrimage Directorate	✓	✓	77%
Information and Culture Directorate	✓	✓	100%
Department of Youth		✓	100%
Law and Justice Department			85%
Directorate of Mines and Industries			46%
Public Health Directorate	✓	✓	100%
Public Work Directorate	✓		85%
Rural Rehabilitation & Development Directorate			69%
Refugees and Repatriation Directorate	✓	✓	85%
Social Affairs Directorate	✓	✓	92%
Transportation Directorate	✓	✓	92%
Urban Development Directorate	✓	✓	77%
Women's Affairs Directorate	✓	✓	100%
Department of Petroleum			23%
Local University	✓	✓	62%
Environmental Protection Directorate	✓	✓	100%
Canal Directorate			46%
Electricity Directorate			92%
Lamentation Directorate			15%
Custom Directorate			23%
Security			0%
National Police	✓	✓	85%
Border Army			23%
National Intelligence Directorate	✓	✓	85%
Judiciary			46%
Appellate Court	✓	✓	77%
Urban Primary Court	✓	✓	77%
General Military Attorney			46%
Attorney General			54%
Red Crescent	✓	✓	92%
Da Afghanistan Bank	✓	✓	69%

PUBLIC WORKS CAPACITY

The municipal government of Sharana was involved in the provision of sanitation systems (septic tanks with removal) for residents since at least 2011 and became involved in providing waste water systems in 2012. Sharana was 1 of the 7 RUE Cities that did not participate in the provision of water and 1 of the 10 RUE Cities that did not participate in the provision of electricity.

FIGURE 28: MUNICIPALITY INVOLVED IN PROVIDING SERVICES COMPARED BY YEAR

Type of Service	Sharana 2011	Sharana 2012	Sharana 2013	All cities 2013
Water				31%
Power				0%
Waste water system		✓	✓	100%
Sanitation system (septic tanks with removal)	✓	✓	✓	100%

All of the 13 RUE Cities, including Sharana, had a legal instrument that governed the delivery of Public Works services. Starting in 2012, Sharana changed from conducting most planning verbally to having written plans on an at least weekly basis in at least one department or service area. In the same year, public works operations and maintenance scheduling changed from mostly being done verbally to having written schedules for maintenance on at least a monthly basis for one or more departments or service areas.

FIGURE 29: PUBLIC WORKS ACTIVITY PLANNING DOCUMENT COMPARED BY YEAR

	None	Most planning was done orally for areas like solid waste and services, some written plans	Written plans on a daily and/or weekly basis for at least one department or service area	Written plans were weekly/monthly for all departments
Sharana 2011		✓		
Sharana 2012		✓	✓	
Sharana 2013		✓	✓	
All cities 2013	0%	100%	100%	46%

FIGURE 30: PUBLIC WORKS OPERATIONS AND MAINTENANCE SCHEDULING DOCUMENT COMPARED BY YEAR

	None	Most scheduling of latrine, park, and other services was done orally, some written plans	Written schedules for maintenance on weekly/monthly basis for at least one department or service area	Written schedules on weekly/monthly basis for all departments	Written schedules for all departments and operations/maintenance included in budget
Sharana 2011		✓			
Sharana 2012		✓	✓		
Sharana 2013		✓	✓		
All cities 2013	0%	100%	84%	69%	23%

No improvements were made to service inspections during this time; these continued to be conducted verbally with the Mayor, who provided the monitoring. By 2013, 10 of the 13 RUE Cities had progressed to maintaining service inspection reports in written format for at least one department or area.

FIGURE 31: SERVICE DELIVERY INSPECTION REPORT COMPARED BY YEAR

	None	Service inspections were done orally with Mayor who provided the monitoring	Service inspection reports were maintained in written format for at least one department or area	Service inspection process had a standard form with procedures performed by most or all of the departments or areas
Sharana 2011		✓		
Sharana 2012		✓		
Sharana 2013		✓		
All cities 2013	0%	100%	77%	46%

As with all RUE Cities, the Mayor, municipality or public works had been contacted by the Afghan National Environmental Protection Agency (NEPA) about municipal projects.

FIGURE 32: MUNICIPALITY CONTACTED BY NEPA ABOUT MUNICIPAL PROJECTS COMPARED BY YEAR

	Sharana 2011	Sharana 2012	Sharana 2013	All cities 2013
Mayor, municipality or public works had been contacted by the Afghan National Environmental Protection Agency (NEPA) about municipal projects in the past			✓	100%

In 2013, Sharana continued to lack dedicated crew members and equipment for the maintenance of service delivery projects, roads, parks and latrines. Compared to Sharana, 9 of 13 RUE Cities had progressed to maintaining these through dedicated crew members and equipment.

FIGURE 33: SERVICE DELIVERY PROJECT MAINTENANCE DOCUMENT COMPARED BY YEAR

	None	Estimated project maintenance as part of the initial project scoping	Municipality hired specific crew members and purchased some equipment for maintaining the projects	Municipality had a schedule for crew to complete maintenance included in the budget
Sharana 2011		✓		
Sharana 2012		✓		
Sharana 2013		✓		
All cities 2013	0%	100%	69%	38%

FIGURE 34: CONDUCTED REGULAR ROAD MAINTENANCE COMPARED BY YEAR

	None	Maintenance only included road cleaning and was not scheduled	Municipality had a specific crew and equipment for road maintenance	Municipality had a specific crew and equipment and a line item in the budget for road maintenance
Sharana 2011		✓		
Sharana 2012		✓		
Sharana 2013		✓		
All cities 2013	8%	92%	69%	38%

FIGURE 35: CONDUCTED REGULAR PUBLIC PARKS MAINTENANCE COMPARED BY YEAR

	None	Maintenance only included occasional park cleaning and was not scheduled	Municipality had a specific crew and equipment for park maintenance	Municipality had a specific crew and equipment and a line item in the budget for park maintenance
Sharana 2011		✓	✓	
Sharana 2012		✓		
Sharana 2013		✓		
All cities 2013	15%	85%	69%	46%

FIGURE 36: CONDUCTED REGULAR LATRINE MAINTENANCE COMPARED BY YEAR

	None	Maintenance only included occasional latrine cleaning and was not scheduled	Municipality had a specific crew and equipment for latrine maintenance	Municipality had a specific crew and equipment and a line item in the budget for latrine maintenance
Sharana 2011		✓	✓	
Sharana 2012		✓		
Sharana 2013		✓		
All cities 2013	15%	85%	61%	46%

Sharana had a designated landfill, as did all other RUE Cities. As in recent past years, the city had 70 designated dumpsites and 10 informal dumpsites. Starting in 2012, and in contrast to other public works areas, the trash collection plan had dedicated crew members and equipment, scheduled service and a line item in the budget. The city produced 267 cubic meters of solid waste and, using three trucks and 10 laborers, collected 205 cubic meters of solid waste each month. The Sharana waste management team had more trucks and laborers at its disposal in 2013 than 2012 and collected more waste.

FIGURE 37: WASTE MANAGEMENT COMPARED BY YEAR

	Sharana 2010	Sharana 2011	Sharana 2012	Sharana 2013	All cities 2013 average
Had a designated landfill site	✓	✓	✓	✓	100%
Number of formal dumpsites	NA	70	70	70	105
Number of informal dumpsites	NA	NA	10	10	76
Cubic meters of solid waste produced/generated each month	NA	NA	200	267	1,156
Cubic meters of solid waste collected each month	NA	350	50	205	945
Number of trucks involved in municipal trash collection	NA	NA	2	3	6
Number of laborers are involved in municipal trash collection	NA	NA	8	10	51

FIGURE 38: TRASH COLLECTION PLAN COMPARED BY YEAR

	None	Completed analysis for number of bins, crew size, equipment and fuel	Hired crew, purchased equipment and scheduled service	Hired crew, purchased equipment, schedule service and had a line item in the budget
Sharana 2011		✓	✓	
Sharana 2012		✓	✓	✓
Sharana 2013		✓	✓	✓
All cities 2013	0%	100%	100%	69%

The municipality had a variety of vehicles and other equipment at its disposal, including dump trucks, tractors, pickaxes and others. More equipment was inventoried in 2013 than in 2011, but this was somewhat less than in 2012.

FIGURE 39: PHYSICAL ASSETS, 2013

	Number	Primary Use	Operable	Condition	Has operator
Pick axe	25	Park maintenance	Yes	Excellent	Yes
Hand Basket/wheelbarrow	22	Waste management	Yes	Excellent	Yes
Double tractor	3	Road maintenance	Yes	Good	Yes
Dump truck/large Mazda	3	Waste management	Yes	Excellent	Yes
Motorcycle/bike	2	Staff transport	Yes	Good	Yes
Tricycle	2	Waste management	No	Poor	No
Car/Corolla/Saracha taxi	1	Staff transport	No	Poor	No
Generator	1	Watering	No	Poor	No

FIGURE 40: PHYSICAL ASSETS, 2012

	Number	Primary use	Operable	Condition	Has operator
Car/Corolla/Saracha taxi	1	Staff transport	No	Poor	No
Double tractor	3	Road maintenance	Yes	Good	Yes
Generator	2		No	Poor	No
Hand basket	20	Waste management	Yes	Excellent	
Jeep/truck/pickup	1	Staff transport	Yes	Good	Yes
Large truck/trash truck	2	Waste management	Yes	Good	Yes
Motorcycle/bike	2	Staff transport	Yes	Good	Yes
Pick axe	25	Park maintenance	Yes	Excellent	
Shovel	35	Park maintenance	Yes	Excellent	
Small Mazda	1	Waste management	Yes	Good	Yes
Tricycle	2	Waste management	No	Poor	No
Water tanker	2	Watering	Yes	Good	Yes

FIGURE 41: PHYSICAL ASSETS, 2011

	Number	Primary use	Operational	Condition	Has operator
Car/Corolla/Saracha taxi	1	Staff transport	Yes	Good	Yes
Generator	1		No	Poor	No
Jeep/truck/pickup	1	Staff transport	Yes	Good	Yes
Dump truck/Large Mazda	2	Waste management	Yes	Good	Yes
Motor cycle/bike	2	Staff transport	Yes	Good	Yes
Double tractor	3	Road maintenance/ construction	Yes	Good	Yes
Pick Axe	10	Construction		Good	Yes

FIGURE 42: PHYSICAL ASSETS, 2010

	Number	Primary use	Operational	Condition	Has operator
Motorcycle/bike	2	Staff transport	Yes	Poor	Yes
Dump truck	2	Waste management	Yes	Poor	Yes
Flatbed truck	2	Waste management	Yes	Poor	Yes
Water tankers	2	Watering	Yes	Poor	Yes
Pick axe	3				

Starting in 2012, the municipality had a written checklist for vehicle maintenance that was updated on at least a weekly basis, and vehicle maintenance was included in the budget. Only three other RUE Cities had also created a maintenance schedule and included this maintenance in the budget. The municipal government had a small garage or work space location that served for operations and maintenance, which was added in 2012. In Sharana, there was no specific department in charge of operations and maintenance; it was directed by the Mayor.

Public Works services were provided without community or private sector involvement.

FIGURE 43: REGULAR MAINTENANCE SCHEDULE FOR VEHICLES, TOOLS AND EQUIPMENT COMPARED BY YEAR

	None	Repaired vehicles when needed	Written checklist for vehicle maintenance on daily/weekly basis	Written checklist for vehicle maintenance on daily/weekly basis and also included in budget
Sharana 2011		✓		
Sharana 2012		✓	✓	✓
Sharana 2013		✓	✓	✓
All cities 2013	0%	100%	54%	38%

FIGURE 44: OPERATIONS AND MAINTENANCE FACILITY COMPARED BY YEAR

	None	Small garage or work space location	Large space able to perform maintenance on equipment
Sharana 2011	✓		
Sharana 2012		✓	
Sharana 2013		✓	
All cities 2013	8%	62%	31%

FIGURE 45: COMMUNITY OR PRIVATE SECTOR INVOLVEMENT IN THE DELIVERY OF PUBLIC WORKS SERVICES COMPARED BY YEAR

	Sharana 2012		Sharana 2013		All cities 2013	
	Community	Private sector	Community	Private sector	Community	Private sector
Any Public Works services					54%	46%
House-to-house collection of solid waste					15%	8%
Transport of solid waste to the dumpsite/landfill					33%	8%
Operation and maintenance of dumpsite/landfill					8%	0%
Collection of solid waste management fee					8%	8%
Materials recovery					15%	0%
Composting					23%	0%
Selling of compost					8%	0%
Operation and maintenance of public latrines					0%	25%
Collection of public latrine user fees					17%	38%
Operation and maintenance of public parks					8%	25%
Collection of public parks entrance fees					0%	0%
House-to-house collection and disposal of raw sewage					15%	8%

The Public Works Office in Sharana gained access to a shared office space in 2012, including shared furnishings. As in other RUE Cities, documents continued to be organized in a book, file folder or box to make specific items easily found. The Public Works Office had eight computers, shared between nine people; this was fewer computers per person than in 2012. As in other RUE Cities, Microsoft Office software was available and two computers had internet provided by RUE. RUE also provided electricity for the Public Works Office in Sharana.

FIGURE 46: SYSTEMATIC FILING SYSTEM FOR PUBLIC WORKS COMPARED BY YEAR

	None	Memos, letters, vouchers were filed in folder or box but without organization (difficult to find a specific item)	Source documents were filed in a book, file folder, or box with organization so that specific items were easily found	Source documents were filed and organized so they were easily retrieved, kept in a cabinet or shelving
Sharana 2011		✓	✓	
Sharana 2012		✓	✓	
Sharana 2013		✓	✓	
All cities 2013	0%	100%	100%	46%

FIGURE 47: PUBLIC WORKS OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Sharana			All cities		
		None	Shared	Enough	None	Shared	Enough
Office space	2010	✓			31%	38%	31%
	2011	✓			8%	77%	15%
	2012		✓		0%	62%	38%
	2013		✓		0%	46%	54%
Furnishings (desk/chairs)	2010		✓		15%	69%	15%
	2011	✓			8%	69%	23%
	2012		✓		0%	46%	54%
	2013		✓		0%	46%	54%
Furnishings (cabinets)	2012		✓		0%	62%	38%
	2013		✓		0%	46%	54%

FIGURE 48: PUBLIC WORKS COMPUTERS AVAILABLE COMPARED BY YEAR

	Sharana 2012	Sharana 2013	All cities 2013 average
Number of computers	9	8	5
Number of people who share these computers	6	9	7
Number of computers with internet provided by RUE	1	2	1
Number of computers with internet provided by municipality	0	0	0
Number of computers with internet provided by another donor	0	0	1

FIGURE 49: PUBLIC WORKS COMPUTER SOFTWARE AVAILABLE COMPARED BY YEAR

	Sharana 2012	Sharana 2013	All cities 2013
Microsoft Office	✓	✓	100%
GIS software			8%
CAD software	✓		69%

FIGURE 50: PUBLIC WORKS ELECTRICITY PROVISION COMPARED BY YEAR

	Sharana 2012	Sharana 2013	All cities 2013
Electricity provided by RUE	✓	✓	85%
Electricity provided by the municipality			69%

PUBLIC FINANCE/FINANCIAL MANAGEMENT CAPACITY

All RUE Cities, including Sharana, had an approved budget for the current year and had created the budget using Microsoft Excel. In 2013, it took an average of 83 days to receive final budget approval, which was longer than in 2012 (54 days) and longer than the average for all RUE Cities (68 days in 2013). The municipality formed a budget committee for budget preparation, developed department level or staff level work plans and, starting in 2013, presented the budget in the Citizens' Forum.

The Public Finance Office updated work plans monthly.

FIGURE 51: BUDGET AND PLANNING ACTIVITIES COMPARED BY YEAR

	Sharana 2012	Sharana 2013	All cities 2013
Had an approved budget for the current year	✓	✓	100%
Budget created using Microsoft Excel	✓	✓	100%
Average number of days to receive final budget approval	54	83	68
Municipality presented the current budget in the Citizens' Forum		✓	69%
Municipality published the current budget in the municipal newsletter			15%
Municipality formed a budget committee for the current budget preparation	✓	✓	100%
Municipality developed department level or staff level work plans	✓	✓	69%

FIGURE 52: FREQUENCY OF UPDATE OF WORK PLANS COMPARED BY YEAR

	No plans	Weekly	Monthly	Quarterly	Annually
Sharana 2012			✓		
Sharana 2013			✓		
All cities 2013	0%	0%	44%	11%	44%

In 2013, the Public Finance Office's filing system was filed and organized, which was more advanced than in 2011 when it had not been organized, but less developed than in 2012 when it had been organized and stored.

FIGURE 53: SYSTEMATIC FILING SYSTEM FOR FINANCIAL MANAGEMENT COMPARED BY YEAR

	None	Filed but not organized	Filed and organized	Filed, organized and stored
Sharana 2011		✓		
Sharana 2012		✓	✓	✓
Sharana 2013		✓	✓	
All cities 2013	0%	100%	100%	46%

The Public Finance Office used a cash account and M20 for their general ledger, starting in 2012.

FIGURE 54: USE OF GENERAL LEDGER COMPARED BY YEAR

	None	Correspondence Book and M20 - Manual	Correspondence Book and M20 – Automated	Cash Account and M20	Automated General Journal and Ledger
Sharana 2011		✓			
Sharana 2012		✓	✓	✓	
Sharana 2013		✓	✓	✓	
All cities 2013	0%	100%	100%	92%	15%

A note about accounting in Afghan municipalities: the goal for accounting is to use a general journal and ledger system (standard accounting practice in which all transactions are recorded as balanced debit/credit entries to a general journal and then posted to sub-ledger accounts) but most Afghan cities used a sub-ledger system called an M20. The M20 is a large book with a separate page for each expense account (from the Ministry of Finance Municipal Chart of Accounts (COA)). When a cash payment is made, the amount of the payment is recorded in the M20 book. The Afghan COA does not include a cash account and without a cash account having a general journal and ledger is not possible. Municipal governments record one-sided accounting entries and do not record the outgoing cash to offset the expense account (i.e., not using balanced double entry accounting). However, Afghan cities do keep incoming and outgoing Correspondence Books. Requests for payments from municipal Public Finance Offices begin with a formal letter to the mayor, which goes to the governor for approval, signature and an "official stamp". These letters are recorded in the Correspondence Books.

Sharana's procurement system was computerized in 2013, where in 2012 it had been manual. The municipality also used a computerized cash disbursement system.

Sharana had one financial audit conducted by IDLG, lasting 26 days. Eight other RUE Cities had IDLG audits and these lasted an average of 33 days; five other RUE Cities had audits by the Office of Administrative Affairs (OAA) or Control and Audit Office (CAO).

FIGURE 55: PROCUREMENT SYSTEM TYPE COMPARED BY YEAR

	Manual	Computerized
Sharana 2012	✓	
Sharana 2013	✓	✓
All cities 2013	100%	62%

FIGURE 56: CASH DISBURSEMENT (EXPENSE) SYSTEM TYPE COMPARED BY YEAR

	Manual	Computerized
Sharana 2012	✓	✓
Sharana 2013	✓	✓
All cities 2013	100%	100%

FIGURE 57: FINANCIAL AUDITS, 2013

	Sharana 2013		All cities 2013			
	Audited by	Number of Days	Number of cities	Average days	Minimum days	Maximum days
First Audit						
CAO			2	89	87	90
IDLG	✓	26	8	33	12	90
OAA			3	32	5	80
Second Audit						
CAO			1	60	60	60
OAA			1	60	60	60

FIGURE 58: FINANCIAL AUDITS, 2012

	Sharana 2012		All cities 2012			
	Audited by	Number of Days	Number of cities	Average days	Minimum days	Maximum days
First Audit						
CAO			3	31	6	76
IDLG			6	32	10	60
OAA			3	32	6	45
Second Audit						
OAA			4	30	5	90

Starting in 2013, the Sharana Public Finance Office had sufficient office space and furnishings, where before these had been shared. There were eight computers shared by nine people and two computers had internet provided by RUE. Microsoft Office software was available, as in 11 of 13 RUE Cities. No RUE Cities had accounting software.

FIGURE 59: PUBLIC FINANCE OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Sharana			All cities		
		None	Shared	Enough	None	Shared	Enough
Office space	2010		✓		8%	69%	23%
	2011		✓		0%	77%	23%
	2012		✓		0%	54%	46%
	2013			✓	0%	46%	54%
Furnishings (desk/chairs)	2010		✓		0%	85%	15%
	2011		✓		0%	92%	8%
	2012		✓		0%	38%	62%
	2013			✓	0%	38%	62%
Furnishings (cabinets)	2012		✓		0%	38%	62%
	2013			✓	0%	38%	62%

FIGURE 60: PUBLIC FINANCE COMPUTERS AVAILABLE COMPARED BY YEAR

	Sharana 2012	Sharana 2013	All cities 2013 average
Number of computers	9	8	2
Number of people who share these computers	6	9	2
Number of computers with internet provided by RUE	1	2	0
Number of computers with internet provided by municipality	0	0	0
Number of computers with internet provided by another donor	0	0	0

FIGURE 61: PUBLIC FINANCE COMPUTER SOFTWARE AVAILABLE COMPARED BY YEAR

	Sharana 2012	Sharana 2013	All cities 2013
Microsoft Office	✓	✓	85%
Accounting software			0%

FIGURE 62: PUBLIC FINANCE ELECTRICITY PROVISION COMPARED BY YEAR

	Sharana 2012	Sharana 2013	All cities 2013
Electricity provided by RUE	✓	✓	77%
Electricity provided by the municipality			69%

REVENUE ENHANCEMENT CAPACITY

Sharana's Revenue Enhancement Office documents included a list of municipal owned property, revenue sources and actual collections and department or staff level work plans. There were also standard written procedures for collecting business license fees, property Safayi fees and other sources of revenue. The Office had revenue forecasts from the Revenue Improvement Action Plan (RIAP) that included frequency of collection from each source and they used the GDMA Municipal Chart of Accounts (COA) for revenue.

Department or staff level work plans were updated monthly in the Revenue Enhancement Office. This was better than 7 of 10 RUE Cities that updated their work plans quarterly or annually.

FIGURE 63: REVENUE ENHANCEMENT OFFICE DOCUMENTS AND PROCEDURES COMPARED BY YEAR

	Sharana 2011	Sharana 2012	Sharana 2013	All cities 2013
List of Municipal owned property and their values	✓	✓	✓	92%
Listing of revenue sources and actual collections	✓	✓	✓	100%
Revenue forecast from the RIAP including frequency of collection for each source.	✓	✓	✓	92%
Department level or staff level work plans	NA	✓	✓	92%
Standard written procedures for collecting business license fees	NA	✓	✓	100%
Standard written procedures for collecting property Safayi fees	NA	✓	✓	92%
Standard written procedures for collecting other sources of revenue	NA	✓	✓	92%
Municipality uses the GDMA Municipal COA for revenue	NA	✓	✓	100%

FIGURE 64: FREQUENCY OF DEPARTMENT/STAFF LEVEL WORK PLAN UPDATES COMPARED BY YEAR

	Weekly	Monthly	Quarterly	Annually
Sharana 2012		✓		
Sharana 2013		✓		
All cities 2013	8%	33%	8%	50%

In Sharana, the business registration and licensing system and the revenue system were computerized, but the property Safayi fee system was manual. In the revenue system, Sharana recorded all revenue in both a cash ledger and revenue sub-ledger in Microsoft Excel, as did about half of RUE Cities. Starting in 2012, the Office's filing system had files that were filed and organized but not stored.

FIGURE 65: REVENUE SYSTEM TYPES COMPARED BY YEAR

	Sharana 2012		Sharana 2013		All cities 2013	
	Manual	Computer	Manual	Computer	Manual	Computer
Business registration and licensing system		✓		✓	23%	100%
Property Safayi fee system	✓		✓		50%	67%
Revenue system	✓	✓	✓	✓	85%	100%

FIGURE 66: REVENUE MONITORING SYSTEM COMPARED BY YEAR

	None	All revenue receipts are recorded in a manual revenue journal	All revenue receipts are recorded in an Excel-based revenue sub-ledger	All revenue is recorded in both a cash ledger and an Excel-based revenue sub-ledger	All transactions are recorded in an electronic General Journal and posted to a sub-ledger
Sharana 2011	✓				
Sharana 2012		✓	✓	✓	
Sharana 2013		✓	✓	✓	
All cities 2013	0%	100%	84%	46%	8%

FIGURE 67: SYSTEMATIC FILING SYSTEM COMPARED BY YEAR

	None	Filed but not organized	Filed and organized, but not stored	Filed, organized and stored
Sharana 2011		✓		
Sharana 2012		✓	✓	
Sharana 2013		✓	✓	
All cities 2013	0%	100%	84%	15%

Sharana's Revenue Enhancement Office provided a list of contracts between the municipality and the private sector, but not a list of business guilds that included the name of the guild representatives. The municipality did not have a representative of Chamber of Commerce and Industry. Only three RUE municipalities had a representative of Chamber of Commerce and Industry, but nine provided a list of business guilds and representatives.

In Sharana, there was one business guild, 1,591 businesses registered in the business registration system and 172 properties registered in the property Safayi system. In 2013, the number of businesses registered in the system was more than in 2012, but less than in 2011.

The municipality collected 735,500 AFN in commercial truck fees in the fiscal year prior to 2013 and forecasted collecting 764,433 AFN for the current year.

FIGURE 68: BUSINESS REPRESENTATIVES IN CITY COMPARED BY YEAR

	Sharana 2012	Sharana 2013	All cities 2013
Provided a list of business guilds and the name of the representative of each guild			69%
Had a representative of Chamber of Commerce and Industry in the municipality			23%
Provided a list of contracts between the municipality and the private sector. Such as shop rental, parking lot rental, slaughter house rental, leased properties etc.	✓	✓	85%

FIGURE 69: NUMBER OF REGISTERED BUSINESSES AND PROPERTIES AND GUILDS COMPARED BY YEAR

	Sharana 2011	Sharana 2012	Sharana 2013	All cities 2013 average
Businesses registered in the business registration system	1,700	1,140	1,591	2,906
Properties registered in the property Safayi fee system	NA	172	172	3,523
Business guilds in the municipality	NA	1	1	42

FIGURE 70: AMOUNT OF COMMERCIAL TRUCK FEES COLLECTED COMPARED BY YEAR

	Sharana 2012	Sharana 2013	All cities 2013 average
Amount collected in prior year (AFN)	750,000	735,500	10,290,505
Amount forecasted for current year (AFN)	1,000,000	764,433	16,527,688
Amount collected for 1st quarter of current year (AFN)	100,000	0	5,791,314

A note about fee collection and forecasts: The Afghan government follows a solar calendar that begins March 21 and ends March 20 and in the past had used this calendar year as the government's fiscal year for budgeting. Solar year 1391 encompassed March 21, 2011 to March 20, 2013. In April, 2013, the decision was made to change the government's fiscal year. The budget year 1392 will begin on December 21, 2013 and end on December 20, 2013. This resulted in a shortened 1391 fiscal year; consequently the budget forecast for 1391 was based on a nine month budget year (March 21, 2013 to December 20, 2013). Additionally, in 1390 and 1391 Afghan municipalities collected a fee on commercial trucks (based upon the goods the trucks were carrying) as they went through their cities. In 1391 the national government stated that it would take over this revenue function and setup stations along the roads to collect this fee, giving 0.25% of the fee to the municipal governments. The timing for the setup of this new system was unknown. Widely varying forecasts of fee collections for 1391 were due to varying opinions among RUE municipalities as to how this new policy would impact their budgets.

The Revenue Enhancement Office employees shared their office space and furnishings. The Office had one computer, used by one person. In 2012 they had reported all the City's computer resources (nine computers shared by six people) rather than just those used for their Office. The computer had internet provided by RUE. Starting in 2013, electricity for the Office was provided by the municipality and not RUE.

FIGURE 71: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Sharana			All cities		
		None	Shared	Enough	None	Shared	Enough
Office space	2010		✓		0%	77%	23%
	2011		✓		0%	92%	8%
	2012		✓		0%	31%	69%
	2013		✓		8%	54%	38%
Furnishings (desk/chairs)	2010		✓		0%	92%	8%
	2011		✓		0%	92%	8%
	2012		✓		0%	15%	85%
	2013		✓		8%	38%	54%
Furnishings (cabinets)	2012		✓		0%	31%	69%
	2013		✓		15%	31%	54%

FIGURE 72: REVENUE ENHANCEMENT COMPUTERS AVAILABLE COMPARED BY YEAR

	Sharana 2012	Sharana 2013	All cities 2013 average
Number of computers	9	1	3
Number of people who share these computers	6	1	3
Number of computers with internet provided by RUE	1	1	1
Number of computers with internet provided by municipality	0	0	0

FIGURE 73: REVENUE ENHANCEMENT ELECTRICITY PROVISION COMPARED BY YEAR

	Sharana 2012	Sharana 2013	All cities 2013
Electricity provided by RUE	✓		69%
Electricity provided by the municipality		✓	69%

RESIDENT SURVEY

QUALITY OF LIFE

Sharana residents gave generally positive ratings to the overall quality of life in the city; 8% of respondents rated the overall quality of life in Sharana as excellent and 49% rated it as good. At the same time, 29% of respondents rated it as fair and 14% rated it as poor. Four other aspects of quality of life were also rated and had average scores that were similar to overall quality of life.

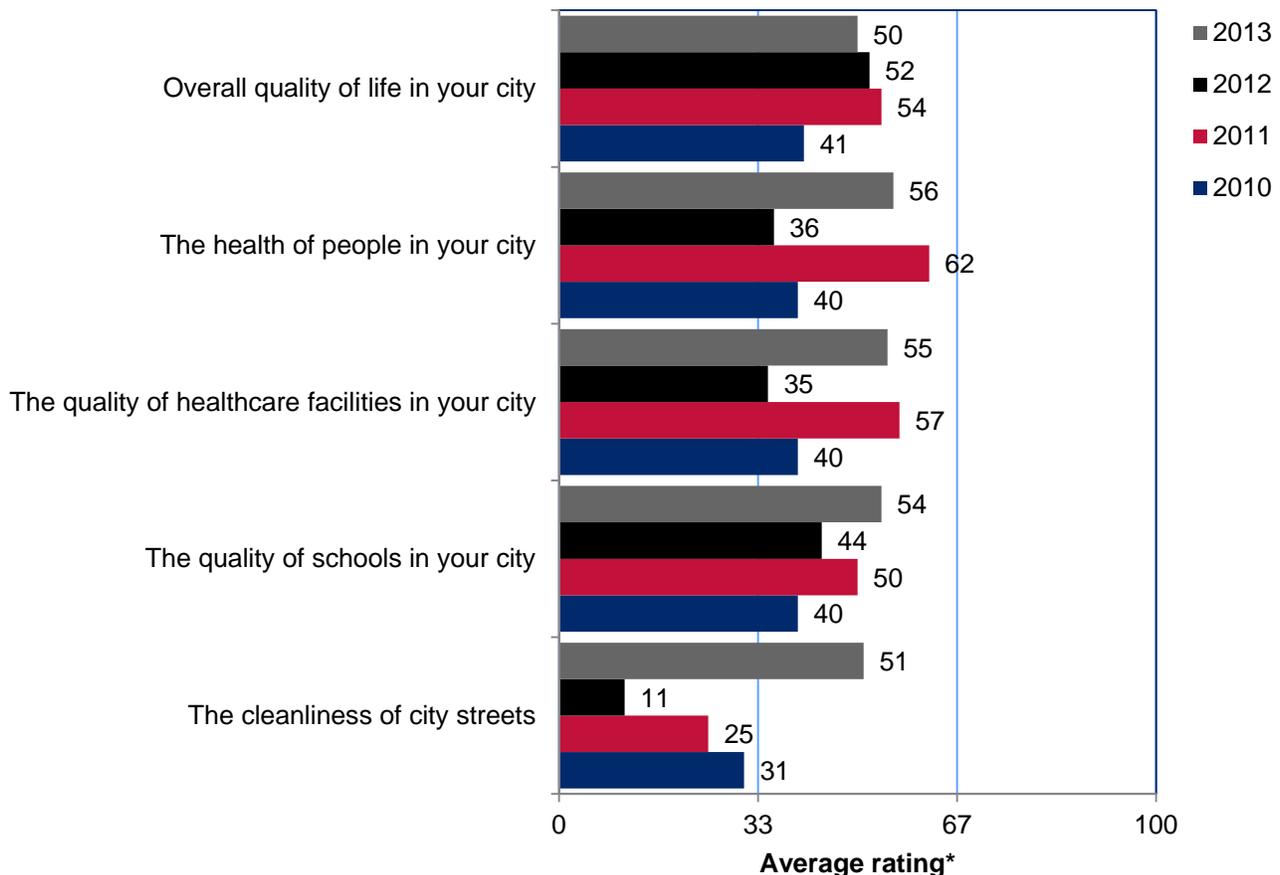
Although ratings in each area of quality of life had fluctuated over the four survey years, all were higher than in the baseline year, 2010.

FIGURE 74: QUALITY OF LIFE IN SHARANA, 2013

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your city	8%	49%	29%	14%	50
The quality of schools in your city	3%	64%	24%	9%	54
The quality of healthcare facilities in your city	8%	57%	27%	8%	55
The health of people in your city	9%	59%	25%	8%	56
The cleanliness of city streets	11%	40%	39%	9%	51

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 75: QUALITY OF LIFE IN SHARANA COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

EMPLOYMENT

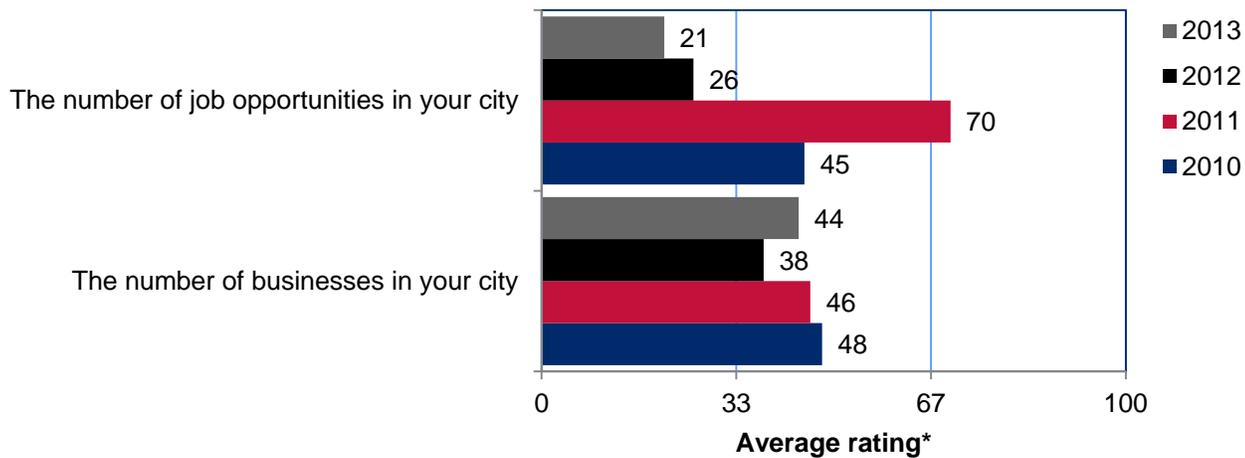
The survey asked residents to rate employment opportunities in the city. A majority of residents rated the number of businesses as fair (49%) or poor (11%) and a majority rated job opportunities as poor (56%). Job opportunity ratings were similar to ratings in 2012 and lower than ratings in 2010 and 2011, while ratings for the number of businesses were similar across all survey years.

FIGURE 76: QUALITY OF EMPLOYMENT IN SHARANA, 2013

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	1%	17%	26%	56%	21
The number of businesses in your city	3%	36%	49%	11%	44

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 77: JOB OPPORTUNITIES IN SHARANA COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

Residents were asked about the employment status of the head of their household and whether job opportunities had changed in Sharana. Most residents (73%) thought that job opportunities had decreased in the year prior to the survey. Most (79%) heads of households worked full time and 9% worked full time.

FIGURE 78: CHANGE IN JOB OPPORTUNITIES IN LAST YEAR COMPARED BY YEAR

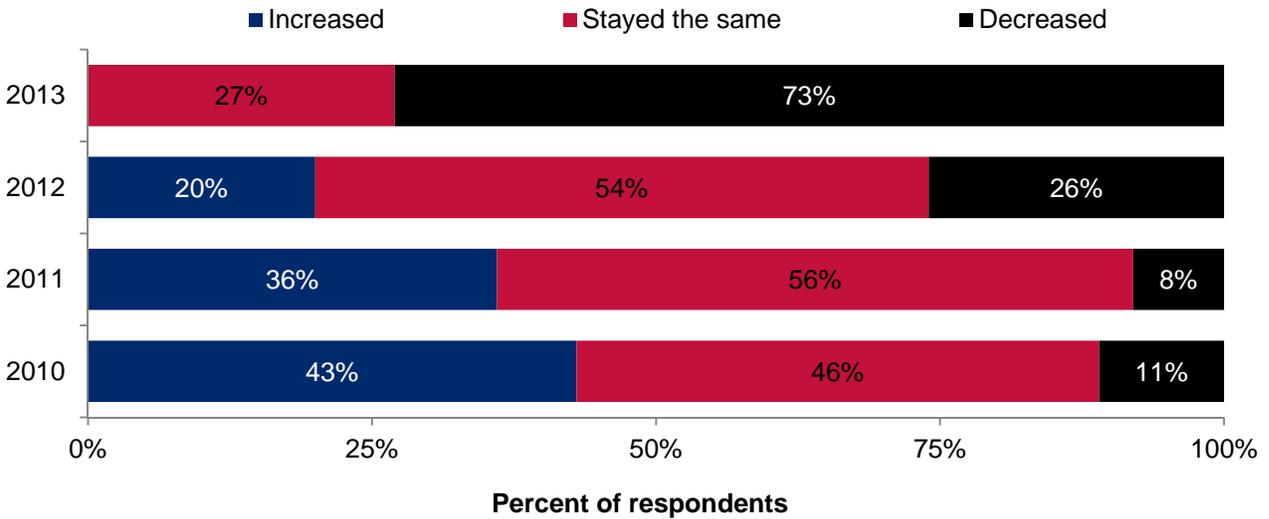
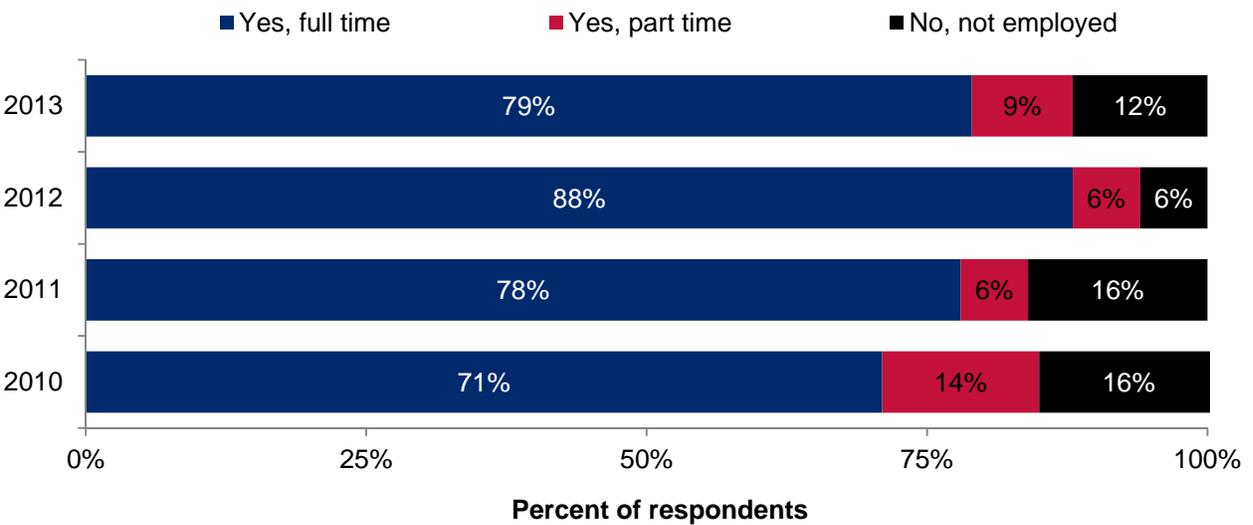


FIGURE 79: HEAD OF HOUSEHOLD EMPLOYMENT STATUS COMPARED BY YEAR



SERVICES

The survey asked about a range of services that local governments may provide, including solid waste, water, electricity, roads, drainage, sanitation, green areas/parks and markets. Responses provided insight into which services the municipal government provided to residents and the quality of each service. The municipal government of Sharana was involved in providing sanitation systems and waste water services, but not in providing water or power services. The municipal government also provided maintenance of roads, parks and latrines, but did not have maintenance plans.

In Sharana, nearly all residents felt that the municipal government did a somewhat (84%) or very (12%) good job at providing services overall. Compared to the first survey year (2010), this rating improved in 2011 and was relatively unchanged through 2013.

FIGURE 80: JOB THE MUNICIPAL GOVERNMENT DOES AT PROVIDING SERVICES, 2013

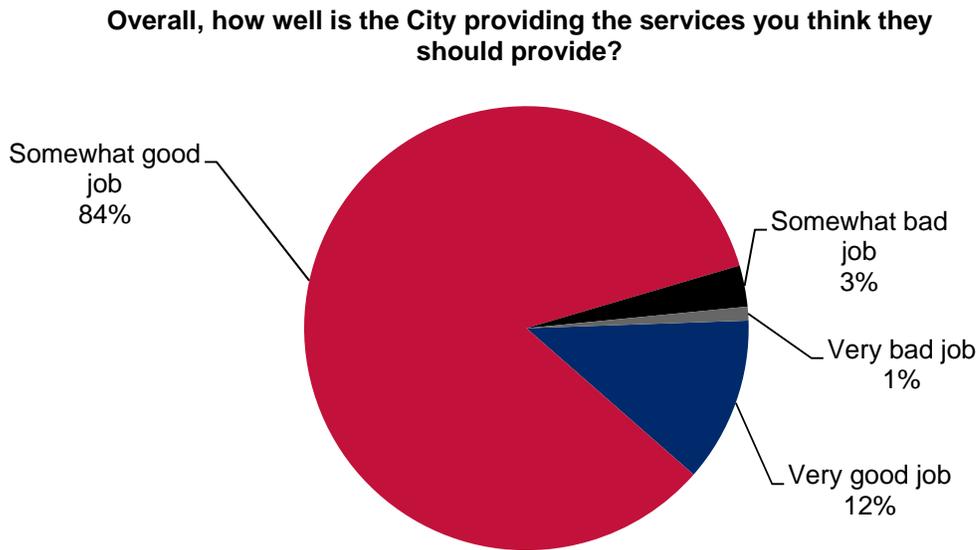
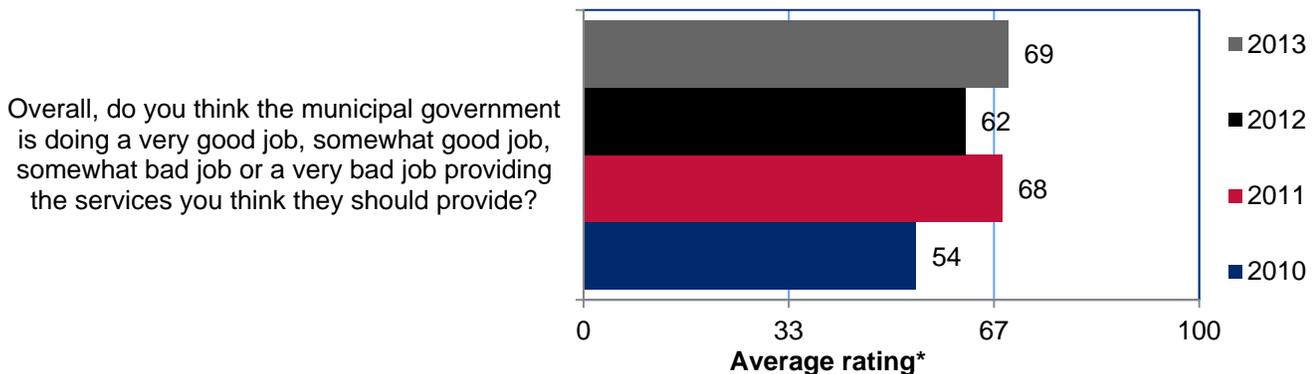


FIGURE 81: JOB THE MUNICIPAL GOVERNMENT DOES AT PROVIDING SERVICES COMPARED BY YEAR

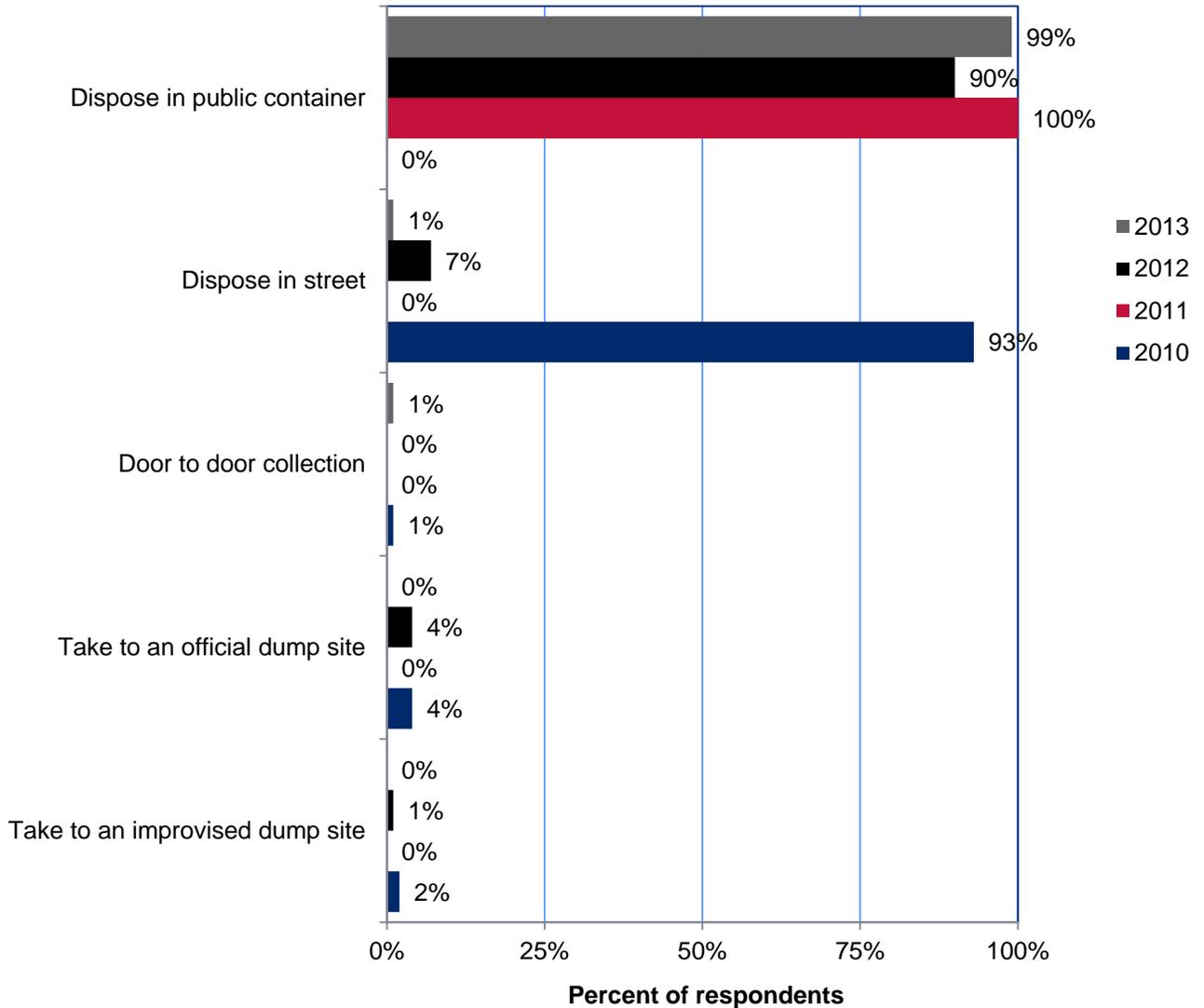


* Average rating where 0=very bad job, 33= somewhat bad job, 67=somewhat good job and 100=very good job.

SOLID WASTE

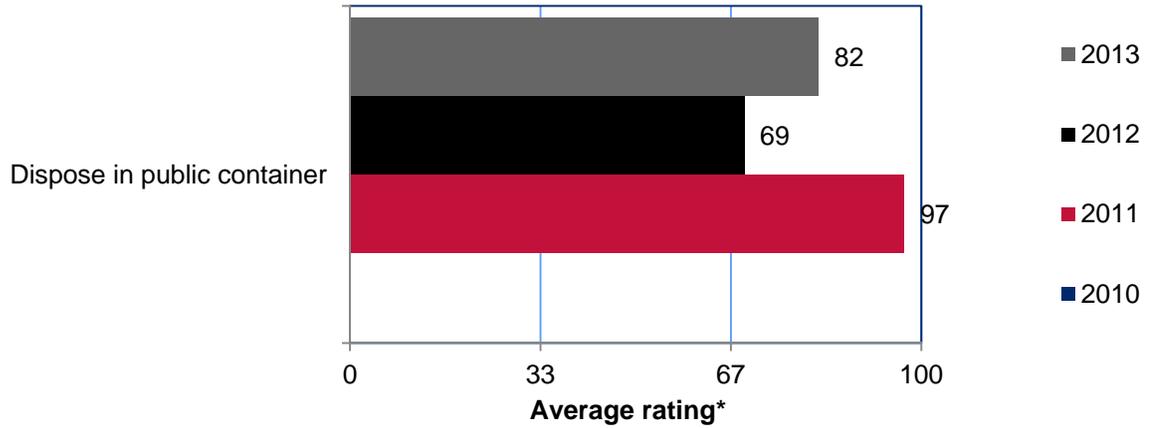
Sharana residents had progressed in the trash disposal methods that they used. In 2010, nearly all Sharana residents disposed of trash in the street. This reversed in 2011, when residents switched to disposing of trash in public containers. This number stayed high through 2013, when 99% of surveyed residents disposed of trash in public containers.

FIGURE 82: TRASH DISPOSAL METHOD COMPARED BY YEAR



Respondents were satisfied with the prevailing method of disposing of trash in public containers. Satisfaction with disposal in public containers averaged between somewhat and very satisfied. This was higher than in 2010 and 2012, but lower than in 2011.

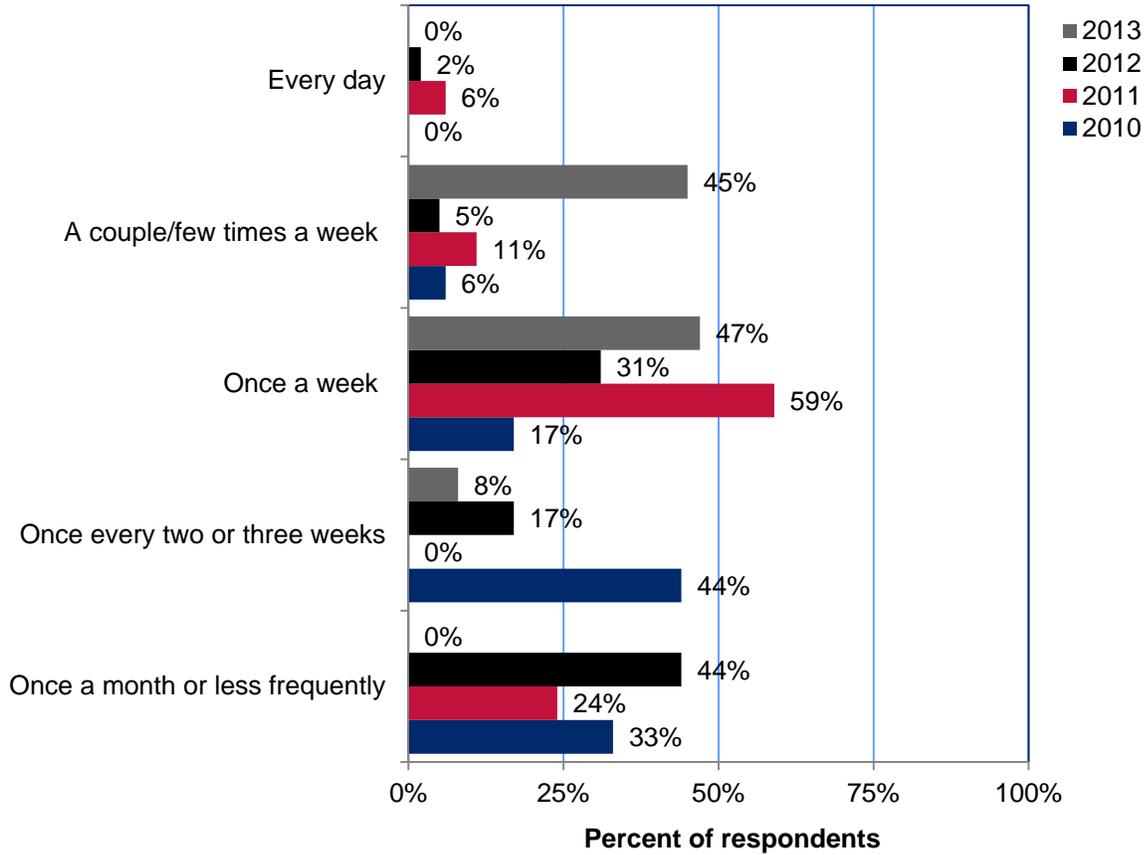
FIGURE 83: SATISFACTION WITH TRASH DISPOSAL METHOD COMPARED BY YEAR



**Average rating where 0=very dissatisfied, 33=somewhat dissatisfied, 67=somewhat satisfied and 100=very satisfied, ratings were not included if fewer than 5% of residents used the method.*

The frequency of removal of trash from city streets improved in 2013. Forty-five percent of residents reported that trash was removed a few times a week and 47% said that it was removed once a week. This level of frequency was higher than in all other survey years.

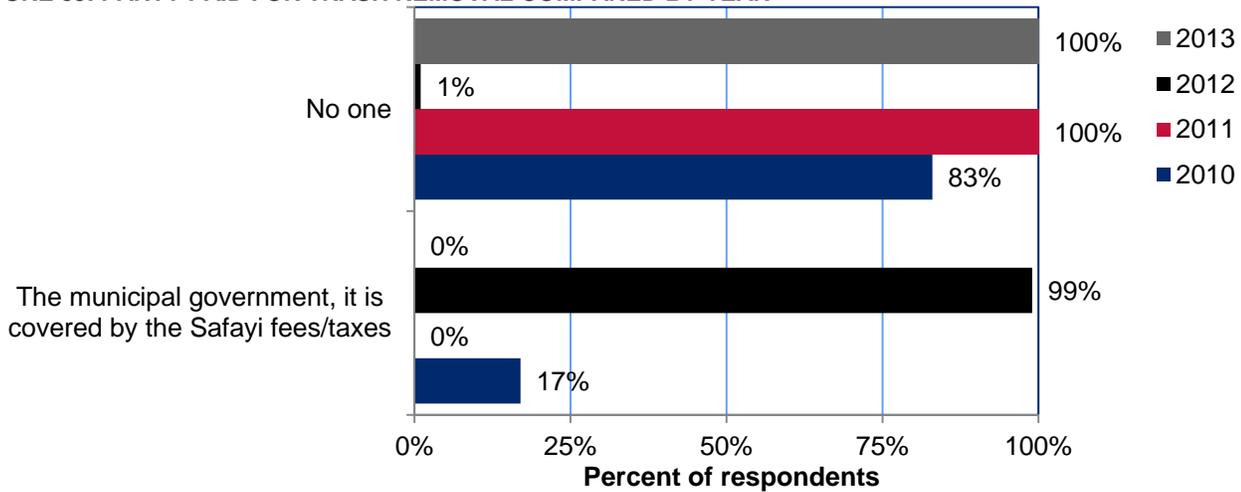
FIGURE 84: FREQUENCY OF TRASH REMOVAL FROM STREET BY MUNICIPAL GOVERNMENT COMPARED BY YEAR



Virtually all respondents reported not paying anyone for trash removal in 2013. This was the case in every survey year except for 2012, when nearly all respondents said they paid for trash removal through Safayi.

The Sharana public opinion survey was completed with the shopkeepers in the bazaar (market area), as security issues made door to door interviews in residential neighborhoods too dangerous. In Sharana, the market owners were responsible for paying the Safayi fee to the municipality, not the shopkeepers. However, in 2012 the market owners asked the shopkeepers to pay the Safayi fee rather than the rent for their shops. In 2011 and 2013, market owners paid the Safayi fee on their own and did not ask the shopkeepers to pay Safayi, they asked for rent.

FIGURE 85: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR



Ratings of municipal government trash services were generally good, but had declined in some areas. The highest ratings were for the provision of garbage bins in residential areas and in commercial areas and for cleaning garbage from the streets. On average, these areas maintained ratings between good and excellent, levels which were reached in 2011.

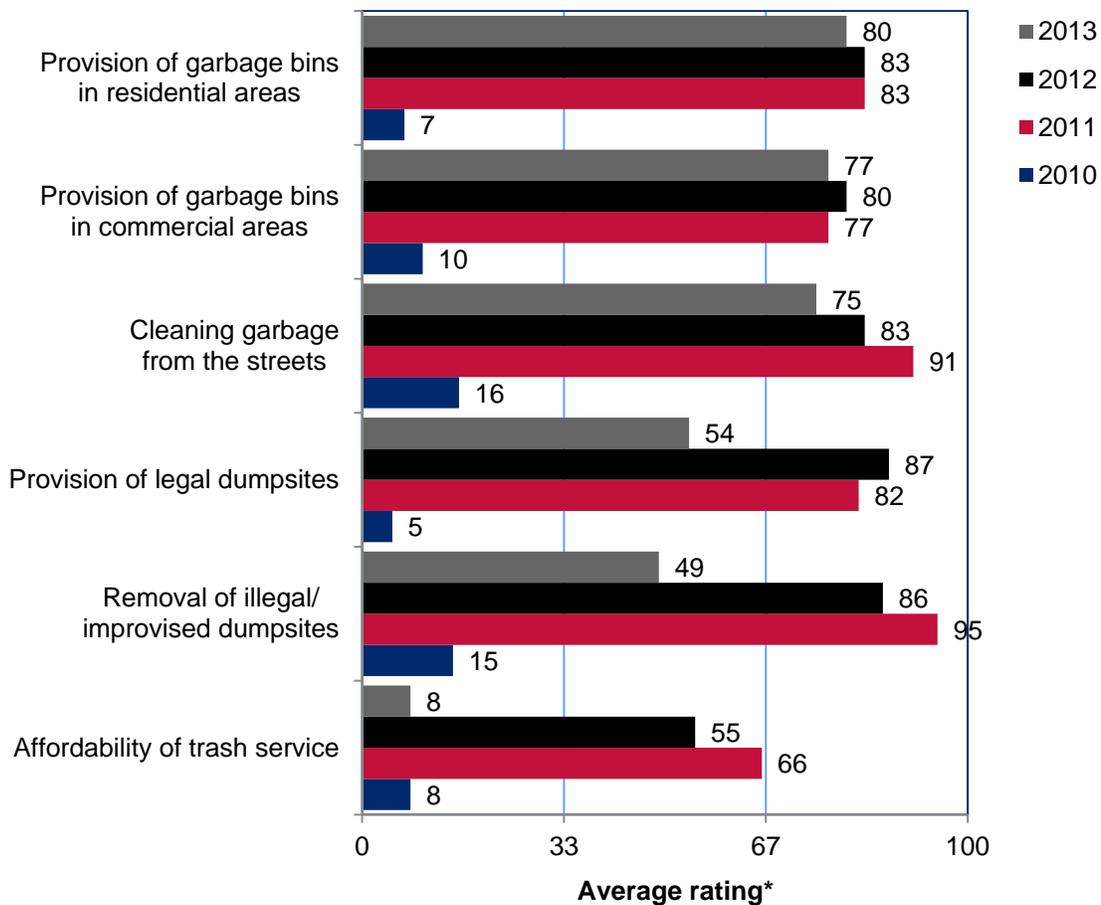
The municipal government received lower ratings, between fair and good on average, for the removal of illegal/improvised dumpsites and the provision of legal dumpsites. Affordability of trash service was rated as poor. These three aspects of municipal government trash service were rated lower in 2013 than in 2012 and 2011 and higher than in 2010, except for affordability, which was similar to 2010 levels.

FIGURE 86: QUALITY OF MUNICIPAL GOVERNMENT TRASH SERVICES, 2013

	Excellent	Good	Fair	Poor	Average rating*
Provision of garbage bins in residential areas	54%	34%	10%	2%	80
Provision of garbage bins in commercial areas	51%	35%	9%	5%	77
Cleaning garbage from the streets	51%	28%	16%	6%	75
Provision of legal dumpsites	11%	44%	41%	4%	54
Removal of illegal/improvised dumpsites	9%	34%	53%	4%	49
Affordability of trash service	0%	0%	25%	75%	8

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 87: QUALITY OF MUNICIPAL GOVERNMENT TRASH SERVICES COMPARED BY YEAR



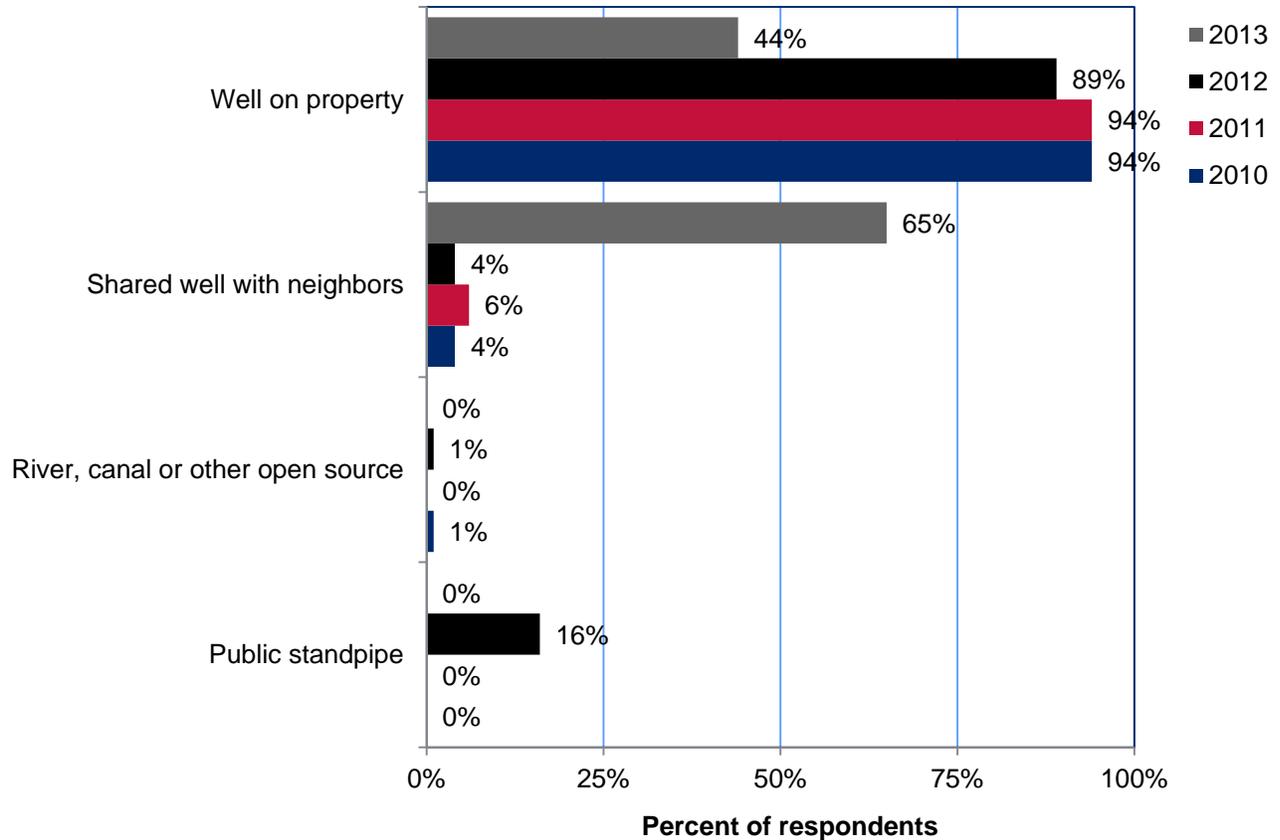
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

WATER

Wells were the dominant source of drinking water in Sharana. About two-thirds of respondents shared a well with their neighbors and 44% used a well on their property. Sharing a well was more common while using a well on residents' own property was less common in 2013 than in the three prior survey years.

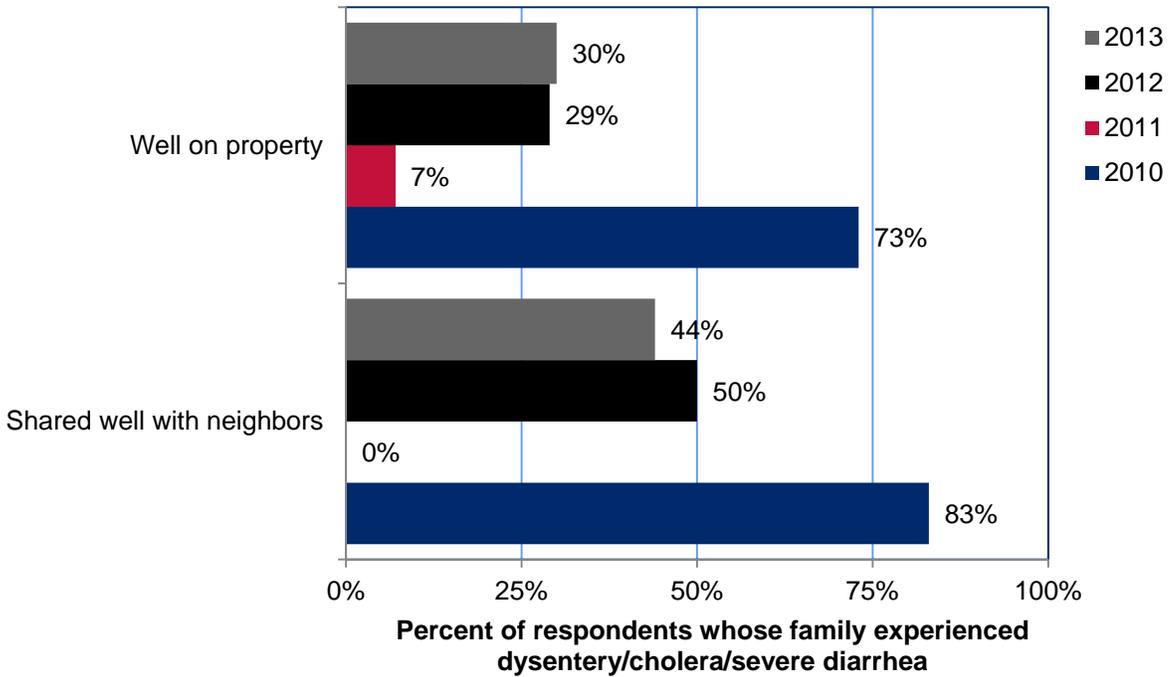
In 2013, as in every other survey year, virtually all respondents said that they did not pay anyone for water service.

FIGURE 88: DRINKING WATER SOURCES COMPARED BY YEAR



While 44% of those who used shared wells had a family member who had experienced dysentery, cholera or severe diarrhea, this was true for 30% of those who used a well on their property. For both water sources, the reported incidence of these waterborne diseases was lower than in 2010, the baseline year.

FIGURE 89: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE COMPARED BY YEAR

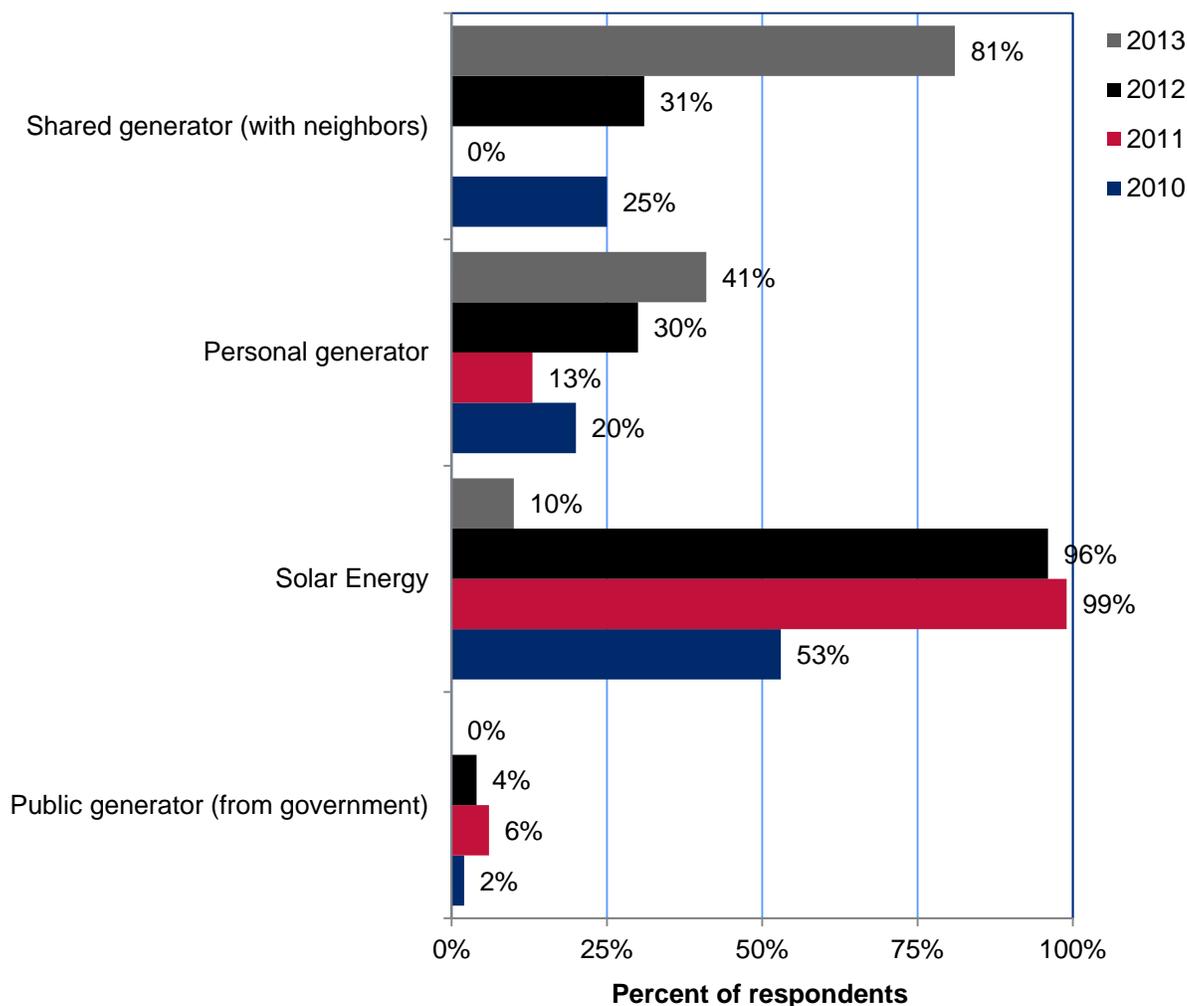


ELECTRICITY

In 2013, generators supplied electricity for most Sharana residents. Most respondents (81%) used a generator that they shared with neighbors and 41% used a personal generator. The remaining 10% used solar energy. This was in contrast to all past survey years, when most Sharana residents were using solar energy. The solar energy available was limited to powering lighter appliances (lighting and fans), the new generators allowed for use of larger appliances (such as refrigerators or carpentry and tailoring machinery). In 2013, a local private company was contracted to provide power to Sharana through the installation of generators in the city.

In 2013 no respondents said they had used public generators, government provided electricity, Micro Hydro Power or large batteries for electricity.

FIGURE 90: ELECTRICITY SOURCES COMPARED BY YEAR



Most respondents (82%) reported that they paid a private party for their electricity and 18% reported that they paid no one. This was a reversal from the three prior survey years when residents had predominantly relied on solar energy. Most of those who paid for electricity paid 1,001 to 2,000 AFN per month (31%) or 601 to 1,000 AFN per month (61%).

FIGURE 91: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR

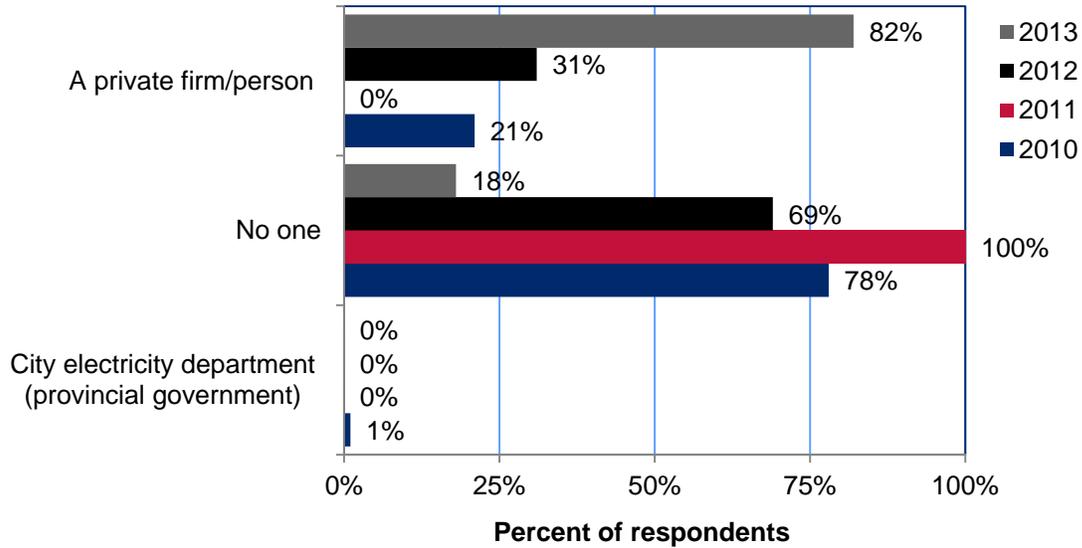
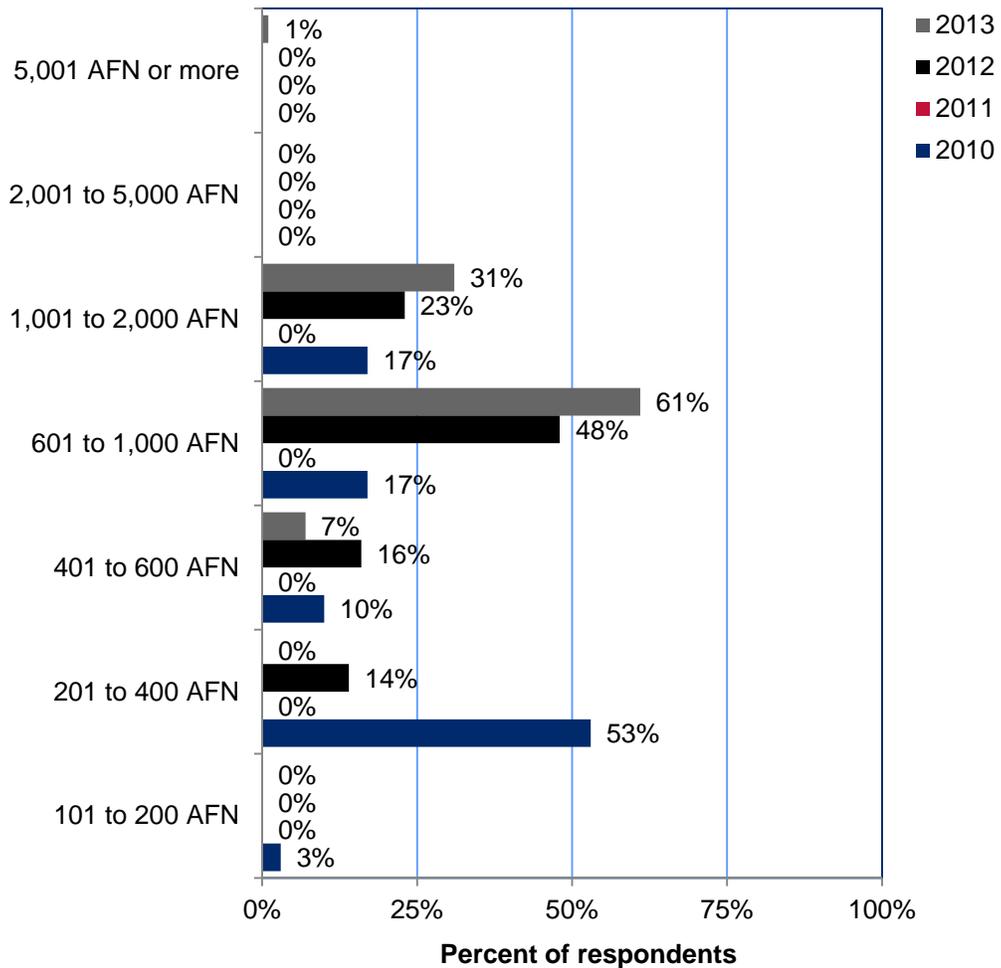


FIGURE 92: MONTHLY AMOUNT PAID FOR ELECTRICITY COMPARED BY YEAR



ROADS, DRAINAGE AND SANITATION

In 2013, almost all respondents used a latrine with septic for their toilet. In past years, the household may have had septic systems, but respondents used dry latrines as no septic tanker vehicle services were available, or there were not enough vehicles to clean the septic tanks in a timely manner. No respondents reported using toilets with indoor plumbing.

In 2013, most respondents reported using septic systems for drainage of waste water. This was likely a misunderstanding of the survey question. Septic systems in the city were only used for the latrines, and it is most likely that, like previous years, they continued to use ditches and canals for drainage of household waste water. While the survey question did not specify that the waste water was gray water (rain water and water from sinks, but not toilets), it is presumed that this was understood by the respondents, as it is generally known and accepted that open ditches and canals are not used for toilet waste water.

FIGURE 93: TYPE OF TOILET IN HOME COMPARED BY YEAR

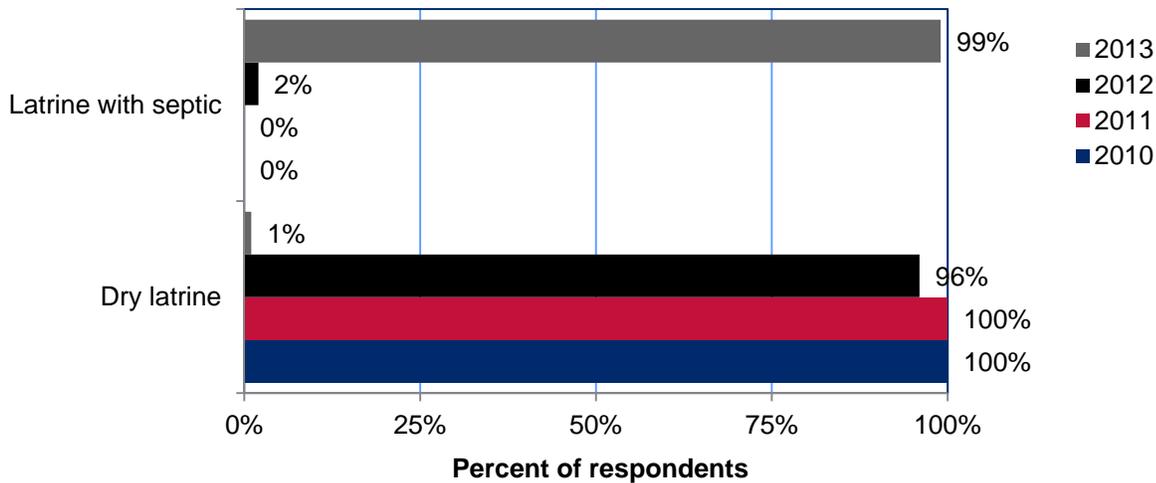
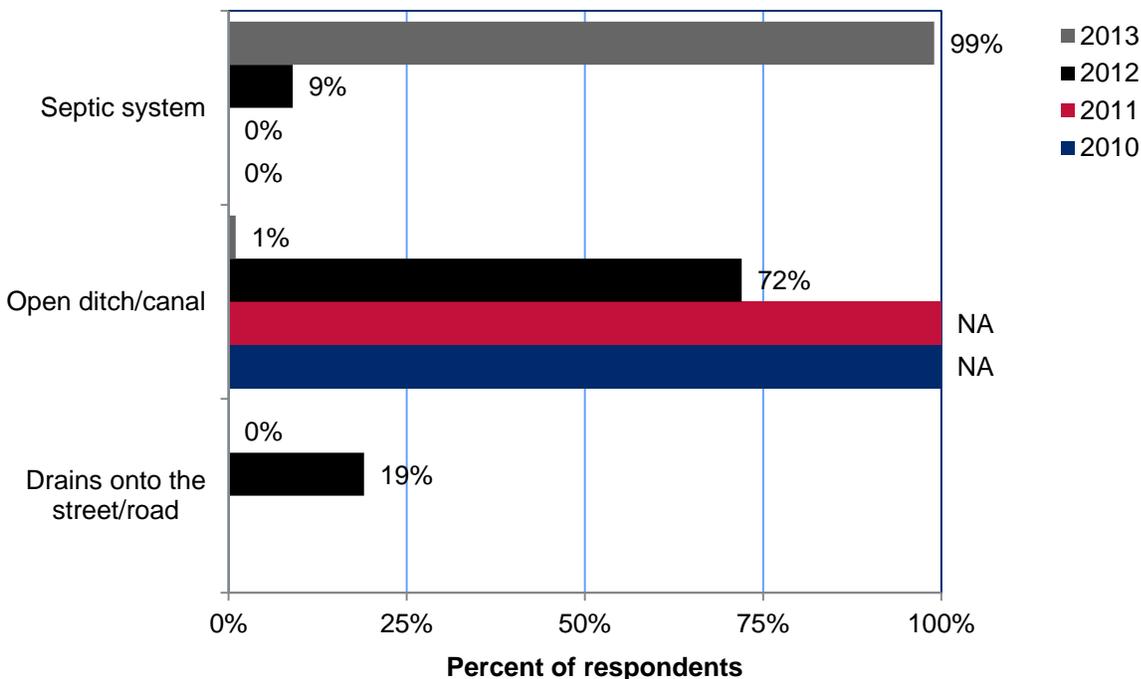


FIGURE 94: TYPE OF DRAINAGE FOR WASTE WATER



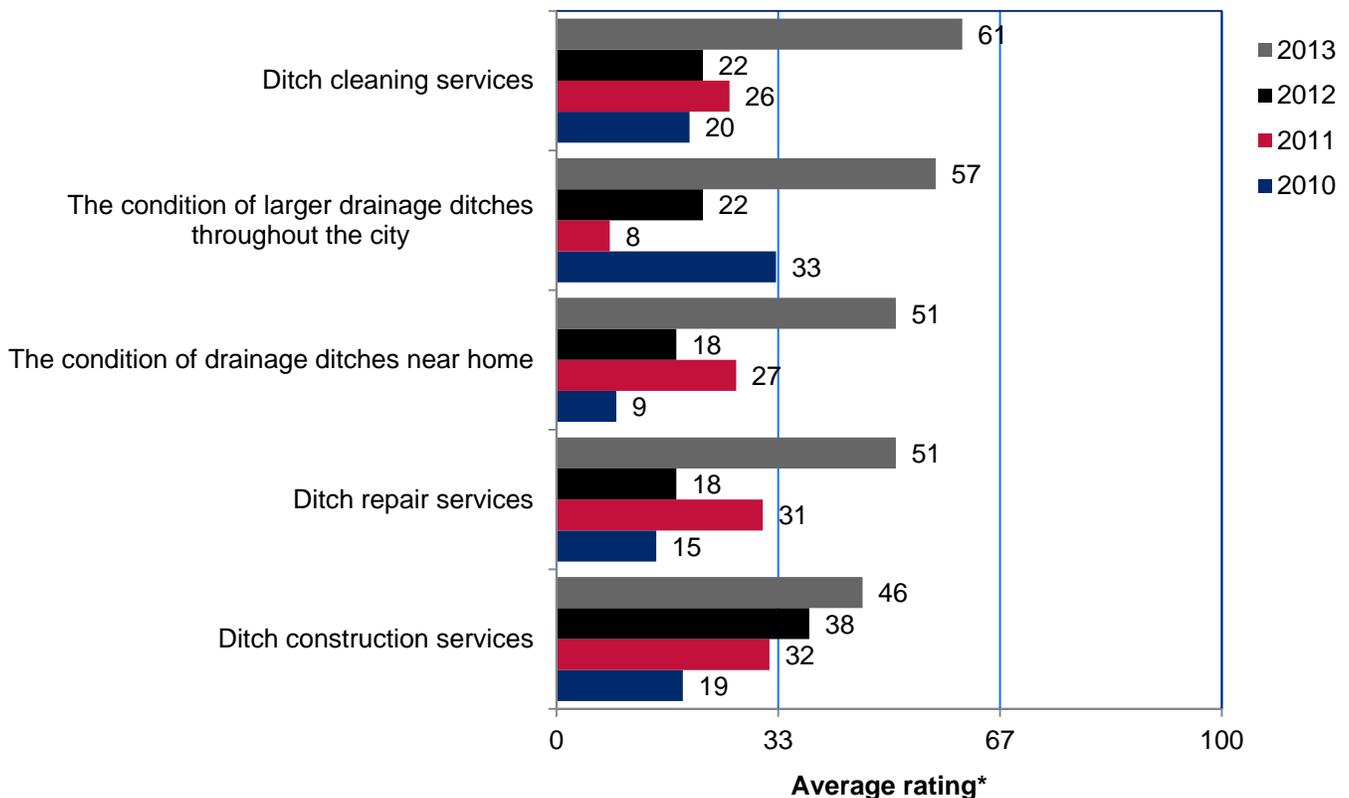
Ratings of city drainage and drainage services were positive. In 2013, all five aspects of drainage and drainage services were rated between fair and good on average and all ratings were higher in 2013 than in the three preceding survey years.

FIGURE 95: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES, 2013

	Excellent	Good	Fair	Poor	Average rating*
Ditch cleaning services	13%	59%	26%	2%	61
The condition of larger drainage ditches throughout the city	10%	54%	33%	3%	57
The condition of drainage ditches near home	9%	39%	48%	4%	51
Ditch repair services	3%	51%	41%	4%	51
Ditch construction services	1%	48%	37%	14%	46

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 96: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

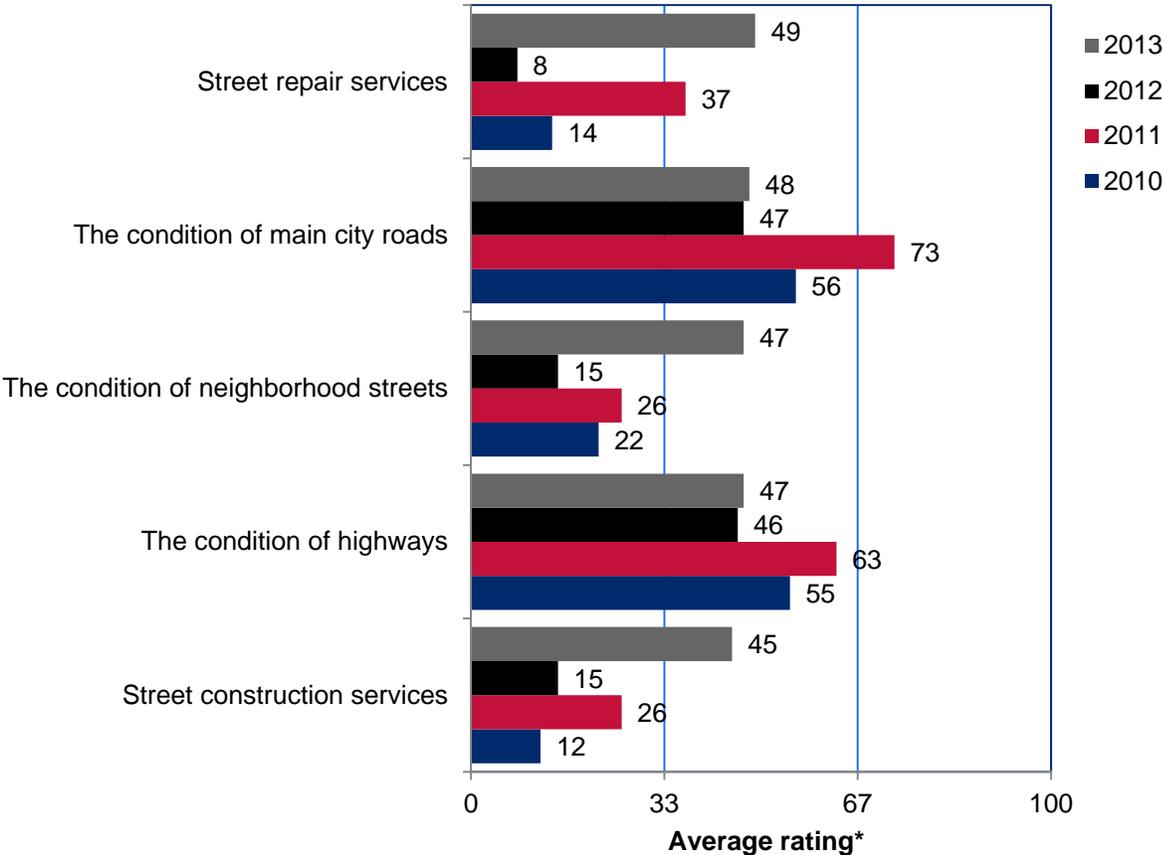
Sharana residents also rated roads and road services positively. Ratings for the five aspects of roads and road services were similar, averaging between fair and good. In 2013, ratings were higher than in the baseline year for the condition of neighborhood streets, street repair services and street construction services.

FIGURE 97: QUALITY OF CITY ROADS AND ROAD SERVICES, 2013

	Excellent	Good	Fair	Poor	Average rating*
Street repair services	2%	51%	38%	9%	49
The condition of main city roads	9%	43%	31%	17%	48
The condition of neighborhood streets	6%	36%	51%	7%	47
The condition of highways	8%	34%	49%	9%	47
Street construction services	4%	41%	39%	15%	45

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 98: QUALITY OF CITY ROADS AND ROAD SERVICES COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

GREEN AREAS AND PARKS

Almost all respondents recalled teen/adult parks and children’s playgrounds as being close by, but virtually no one knew of women’s parks in Sharana. For women’s parks, availability was similar to previous years, but more people knew of teen/adult parks and children’s playgrounds close by than in prior survey years.

Those who were aware of a park were of two minds about the quality of parks; about one-third rated teen/adult parks and children’s parks as excellent (38% and 34%, respectively) and a similar number (37% and 45%) rated them as fair, while 10% or less rated them as good and about 15% said they were poor. Ratings for both of these types of parks were higher in 2013 than in prior years.

FIGURE 99: AVAILABILITY OF CITY PARKS COMPARED BY YEAR

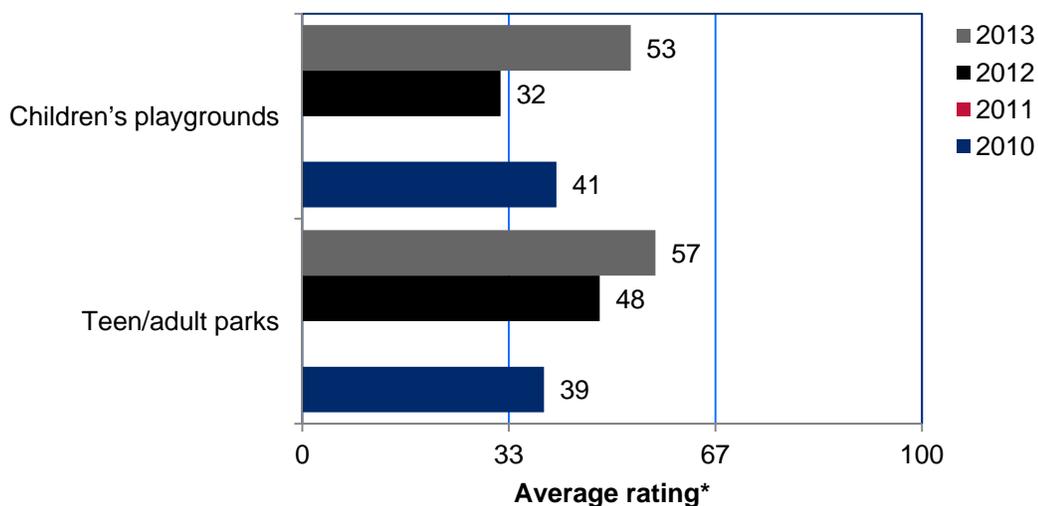
		2010	2011	2012	2013
Teen/adult parks	Yes close	29%	34%	45%	94%
	None close but some further away	28%	66%	54%	5%
	Aware of no parks	44%	0%	1%	1%
Women’s parks	Yes close	0%	0%	0%	0%
	None close but some further away	3%	0%	0%	0%
	Aware of no parks	97%	100%	100%	100%
Children’s playgrounds	Yes close	28%	0%	45%	96%
	None close but some further away	29%	0%	54%	4%
	Aware of no parks	44%	100%	1%	0%

FIGURE 100: QUALITY OF PARKS, 2013

	Excellent	Good	Fair	Poor	Average rating*
Teen/adult parks	38%	10%	37%	14%	57
Children’s playgrounds	34%	6%	45%	15%	53

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent. Asked only if aware of parks.

FIGURE 101: QUALITY OF PARKS COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent. Asked and shown only if aware of parks in that year.

Ninety-one percent of respondents said someone in their household had visited a park in 2013; of these, almost all (98%) had visited teen/adult parks and 80% had visited children's playgrounds. None had visited a park for women.

FIGURE 102: PARKS VISITED BY HOUSEHOLD MEMBERS COMPARED BY YEAR

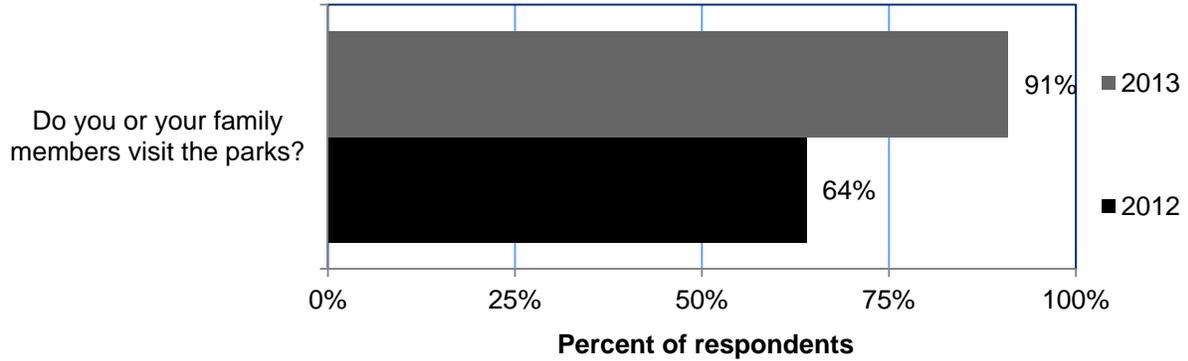
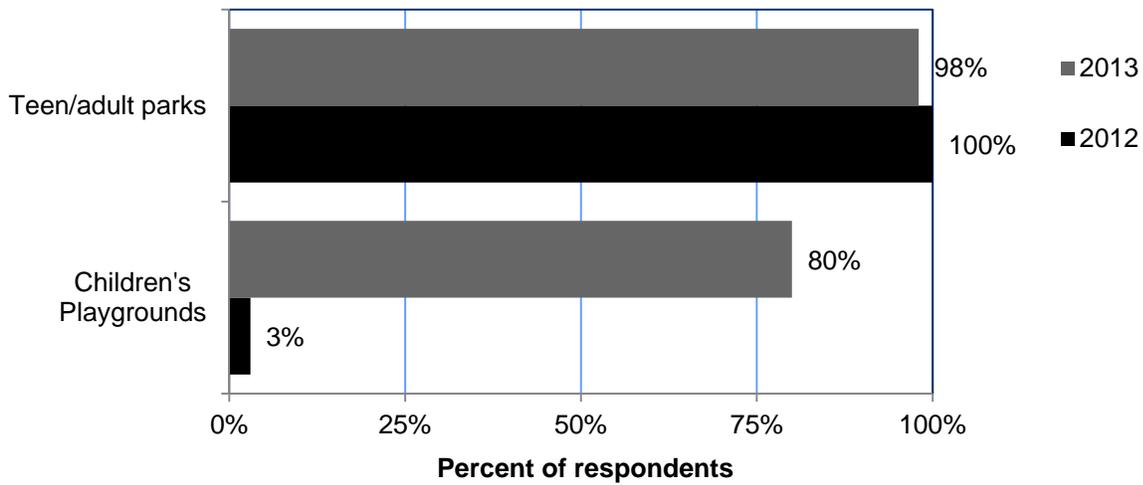


FIGURE 103: TYPE OF PARKS VISITED COMPARED BY YEAR



Asked only of those who had visited a park.

MARKET

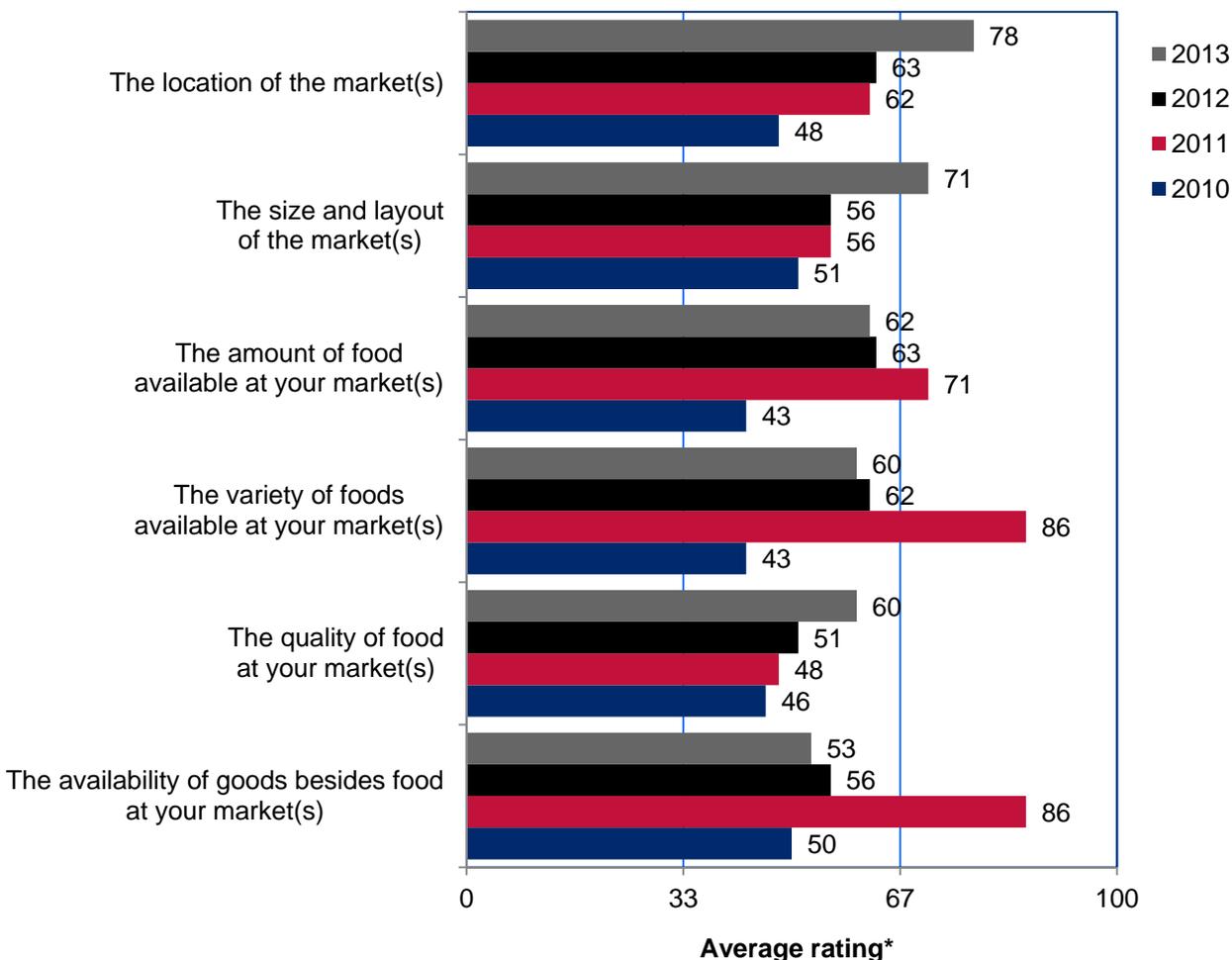
Sharana residents were asked to rate six aspects of city markets and in 2013 all were rated favorably. On average, the location and the size and layout of markets were rated as good, as were the amount, variety and quality of food and availability of goods besides food at markets. Ratings for the location of markets, their size and layout and the quality of food at markets were higher in 2013 than in the three preceding survey years.

FIGURE 104: QUALITY OF CITY MARKET, 2013

	Excellent	Good	Fair	Poor	Average rating*
The location of the market(s)	49%	39%	12%	1%	78
The size and layout of the market(s)	35%	46%	16%	3%	71
The amount of food available at your market(s)	13%	62%	24%	1%	62
The variety of foods available at your market(s)	7%	68%	23%	2%	60
The quality of food at your market(s)	11%	60%	28%	1%	60
The availability of goods besides food at your market(s)	8%	57%	22%	13%	53

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 105: QUALITY OF CITY MARKET COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

When asked about the availability of affordable food at their market, almost all respondents said they could afford flour, cooking oil and sugar and tea as often as they wanted. The availability of cereal was slightly lower (66% could buy it as often as they wanted), but the majority of respondents could not buy fresh foods, including meat, fruit or vegetables, as often as they desired.

The availability of affordable meat and vegetables was lower in 2013 than in all other survey years.

FIGURE 106: FAMILY CAN AFFORD FOOD AT THE MARKET COMPARED BY YEAR

Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?		2010	2011	2012	2013
Flour	As often as we want	91%	100%	94%	99%
	Not as often as we want	9%	0%	6%	1%
	Only rarely	0%	0%	1%	0%
	Never	0%	0%	0%	0%
Cooking oil	As often as we want	92%	100%	97%	99%
	Not as often as we want	8%	0%	2%	1%
	Only rarely	0%	0%	1%	0%
	Never	0%	0%	0%	0%
Sugar, tea	As often as we want	97%	100%	96%	89%
	Not as often as we want	3%	0%	4%	11%
	Only rarely	0%	0%	0%	0%
	Never	0%	0%	0%	0%
Cereal	As often as we want	89%	46%	56%	66%
	Not as often as we want	10%	54%	26%	34%
	Only rarely	1%	0%	11%	1%
	Never	0%	0%	6%	0%
Vegetables	As often as we want	73%	74%	48%	38%
	Not as often as we want	27%	21%	45%	61%
	Only rarely	0%	5%	7%	1%
	Never	0%	0%	0%	0%
Fruit	As often as we want	67%	54%	21%	14%
	Not as often as we want	23%	46%	61%	61%
	Only rarely	10%	0%	17%	24%
	Never	0%	0%	0%	1%
Meat	As often as we want	68%	6%	12%	9%
	Not as often as we want	11%	94%	69%	55%
	Only rarely	20%	0%	19%	36%
	Never	1%	0%	0%	1%

SERVICE PRIORITIES

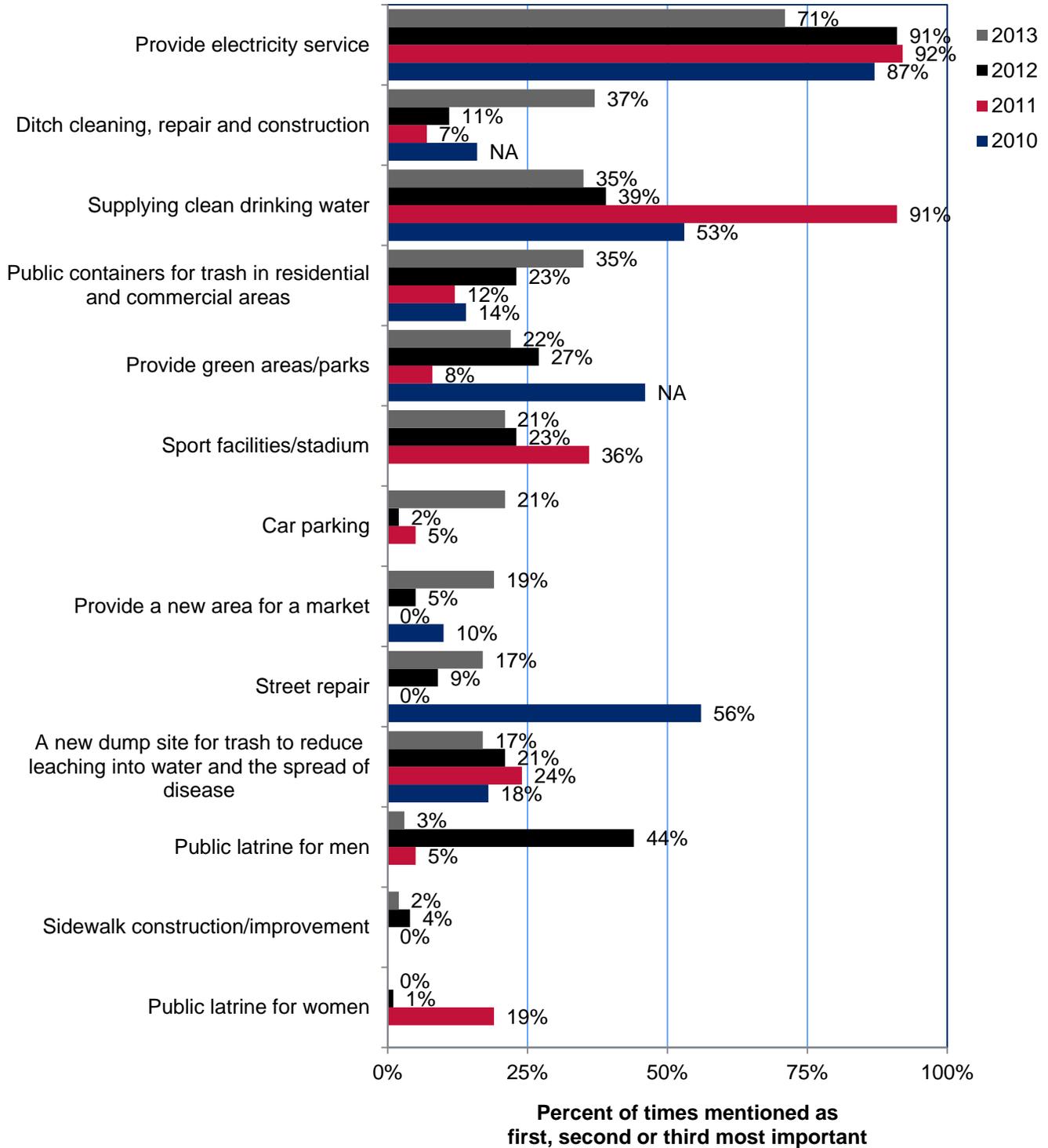
Citizens were asked to rank potential service priorities for the municipal government to indicate which they thought were most important to address. Residents' top priority for the municipal government was providing electricity service, mentioned as a top three priority by 71% of respondents. Ditch cleaning, repair and construction, supplying clean drinking water and providing public containers for trash were mentioned as a top three priority about one-third of the time. Providing public latrines and sidewalk improvements were mentioned least often as priorities for the municipal government.

FIGURE 107: MUNICIPAL SERVICE PRIORITIES, 2013

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the municipal government to provide	Most important	Second most important	Third most important	Not in top three
Provide electricity service	26%	21%	24%	29%
Ditch cleaning, repair and construction	9%	16%	12%	63%
Public containers for trash in residential and commercial areas	18%	11%	6%	65%
Supplying clean drinking water	14%	12%	9%	65%
Provide green areas/parks	1%	9%	11%	78%
Car parking	3%	6%	11%	79%
Provide a new area for a market	11%	4%	4%	81%
Sport facilities/stadium	5%	6%	9%	79%
A new dump site for trash to reduce leaching into water and the spread of disease	6%	8%	4%	83%
Street repair	4%	7%	6%	83%
Public latrine for men	1%	0%	1%	97%
Sidewalk construction/improvement	1%	0%	1%	98%
Public latrine for women	0%	0%	0%	100%

In 2013, municipal electrical service was a lower priority for respondents than in all previous years. This is likely because it had been at least somewhat addressed by local suppliers of generators. In 2013, concern was higher for ditch cleaning, repair and construction and providing a new area for a market than in previous years.

FIGURE 108: MUNICIPAL SERVICE PRIORITIES COMPARED BY YEAR



Car parking, sidewalk construction/improvement, sport facilities/stadium, public latrine for men and public latrine for women were not included as options in the 2010 survey.

GOVERNANCE

Among Sharana residents, the Mayor was considered the primary point of contact to resolve problems related to the city. In 2013, 98% of respondents said they would contact the Mayor if they had a problem, compared to about 6 in 10 in the other survey years. The number who said they would contact a tribal leader/Malik or Mullah was lower in 2013 than in 2012, but similar to 2011 and 2010.

Eighty-six percent of respondents to the 2013 survey correctly identified the Mayor. This was similar to 2012 and considerably higher than in 2011 and 2010.

FIGURE 109: ENTITY SOUGHT IN CASE OF A PROBLEM COMPARED BY YEAR

If you have a problem with something related to the city, who would you contact?

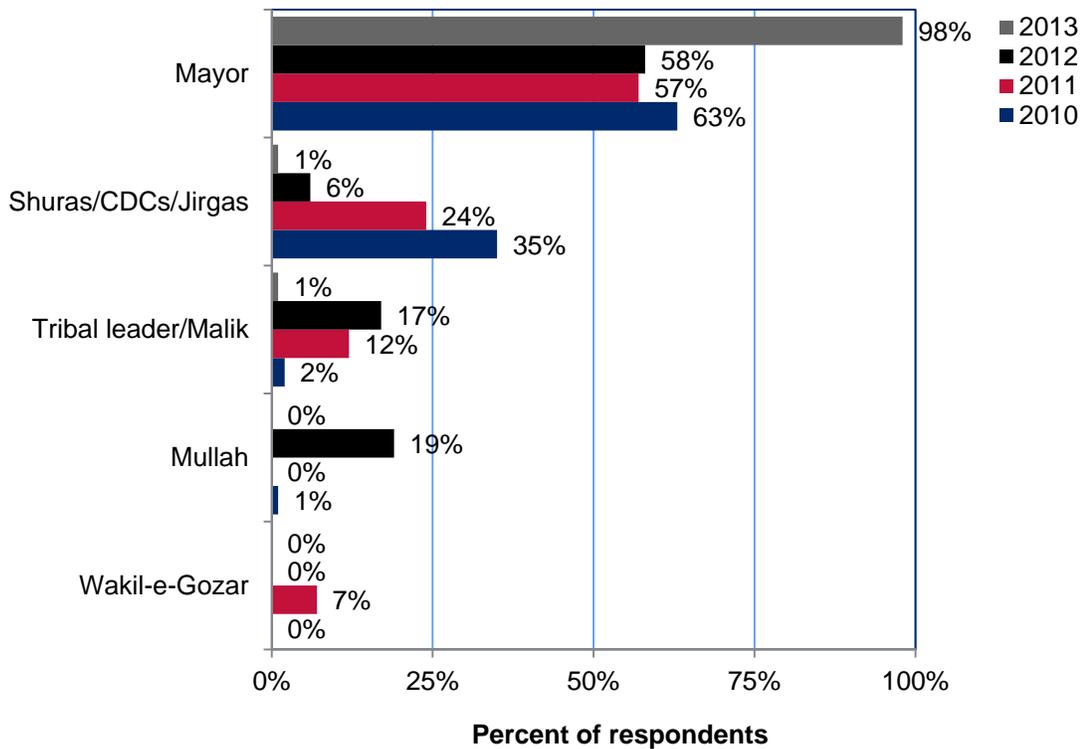
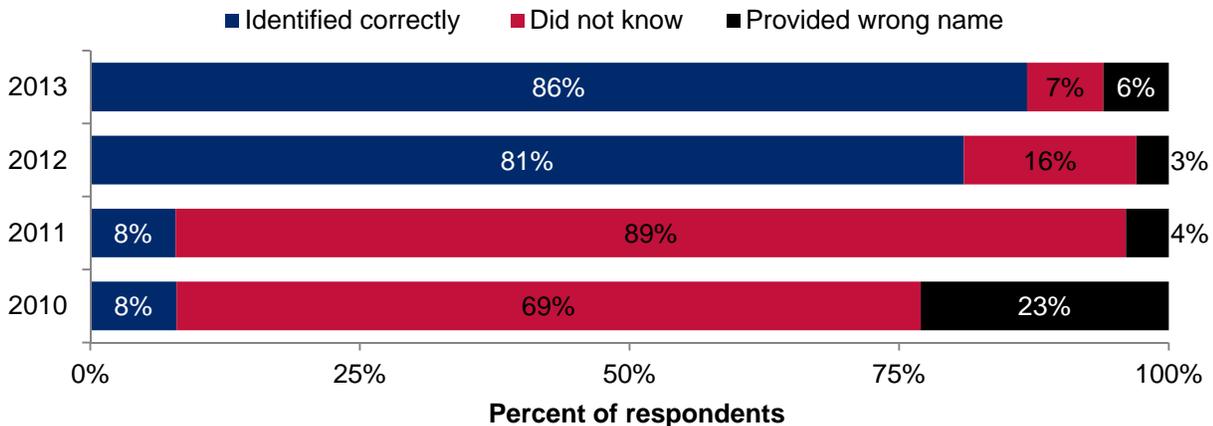


FIGURE 110: IDENTIFICATION OF MAYOR COMPARED BY YEAR

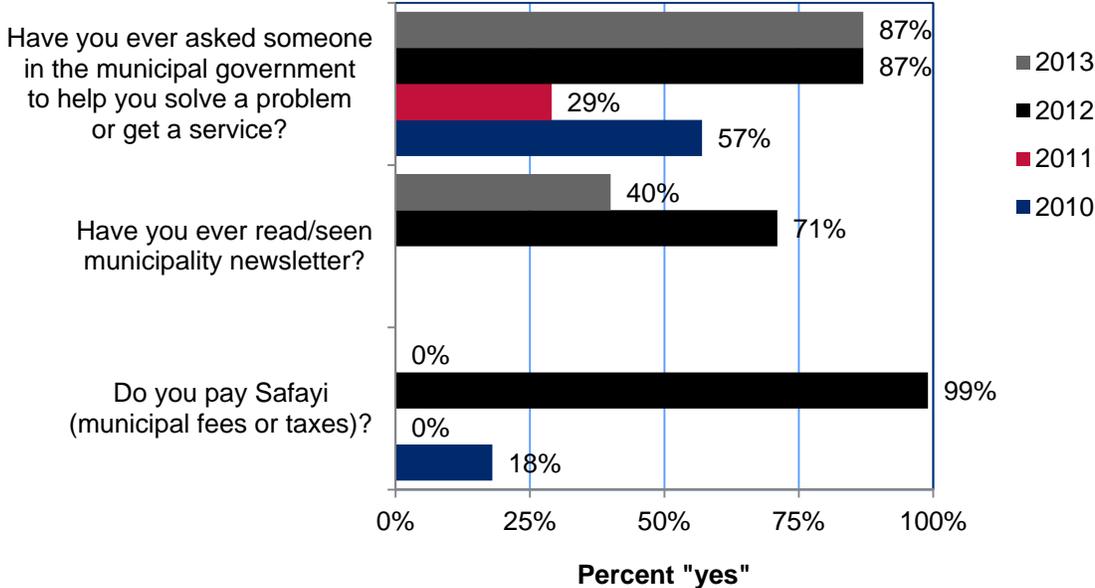


The most common form of contact with the Sharana municipal government was to seek help. In 2013, 87% of respondents in Sharana said that they had asked someone in the municipality for help solving a problem or getting a service. In 2012 and 2013, the number who had contacted someone at the municipal government to ask for help was higher than in 2010 and 2011.

In 2013, 4 in 10 had seen or read a municipal newsletter; this was fewer residents than in 2012.

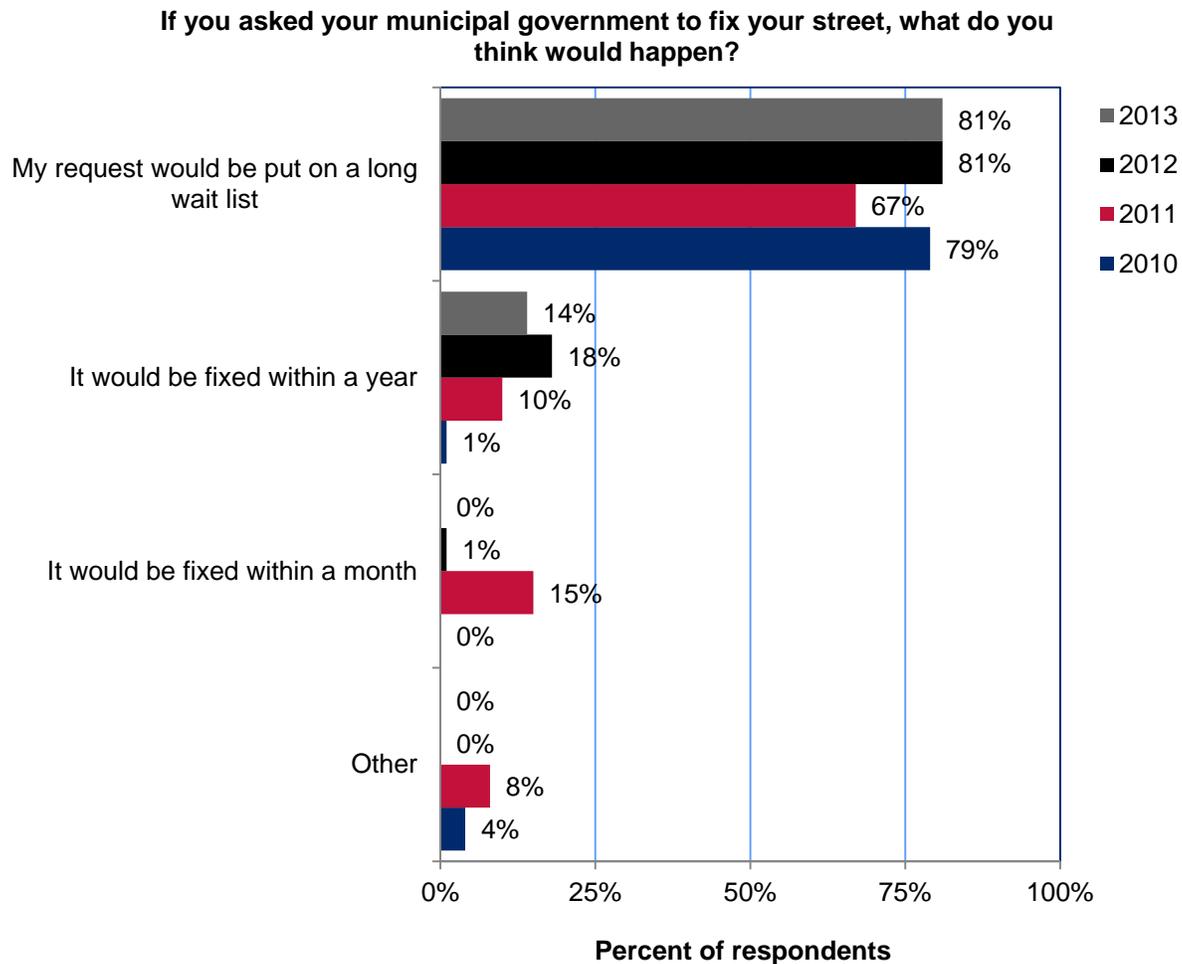
Even though virtually all respondents reported paying Safayi in 2012, none reported paying it in 2013 or 2011 and only 18% said they paid it in 2010.

FIGURE 111: CONTACT WITH MUNICIPAL GOVERNMENT COMPARED BY YEAR



The survey asked respondents how quickly they expected the municipal government to resolve a service request. As in previous years, in 2013, most residents (81%) thought that any request to fix their street would be put on a long wait list and few (14%) thought it would be fixed within a year. No residents thought that it would be fixed within a month.

FIGURE 112: PERCEIVED LENGTH OF TIME FOR THE MUNICIPAL GOVERNMENT TO ATTEND TO A REQUEST COMPARED BY YEAR



Residents were asked about their level of influence in government decisions and trust in government officials. The majority of respondents felt that someone like them had a little (59%) or a lot (4%) of influence over government decisions. The number who felt that someone like them could have a lot of influence on government decisions had steadily declined after peaking in 2011.

Most respondents felt that local government officials were working to serve people like them sometimes (50%) or almost always (25%). This number had fluctuated over the survey years, but trust was higher in 2013 than in 2010.

FIGURE 113: PERCEIVED LEVEL OF INFLUENCE IN GOVERNMENT DECISIONS COMPARED BY YEAR

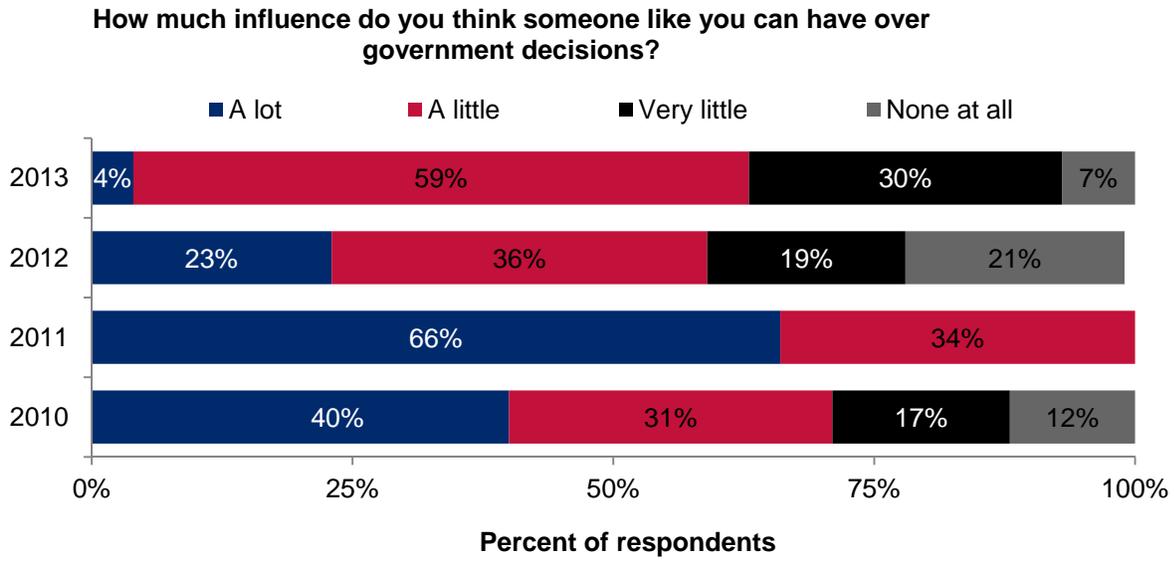
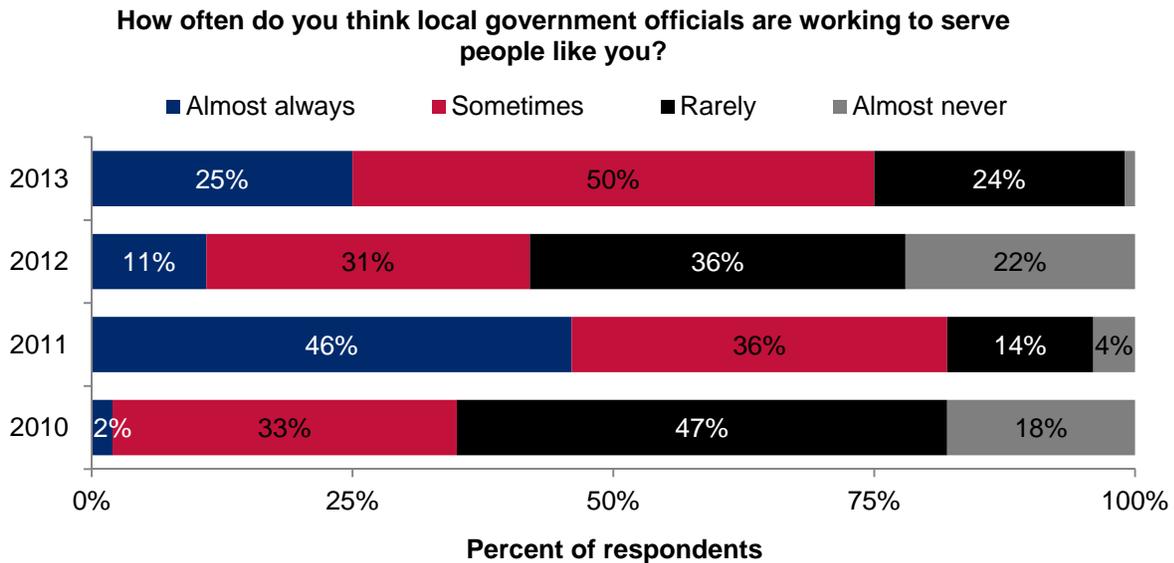


FIGURE 114: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR



Residents of Sharana were asked about their level of trust in six organization types. Trust in donor agencies was highest; 59% of respondents had a great deal of trust in donor agencies and 34% had some trust. Local religious leaders were trusted the least and had the most mixed response; 15% trusted them a great deal and 43% had some trust, while 20% had little trust and 22% had no trust.

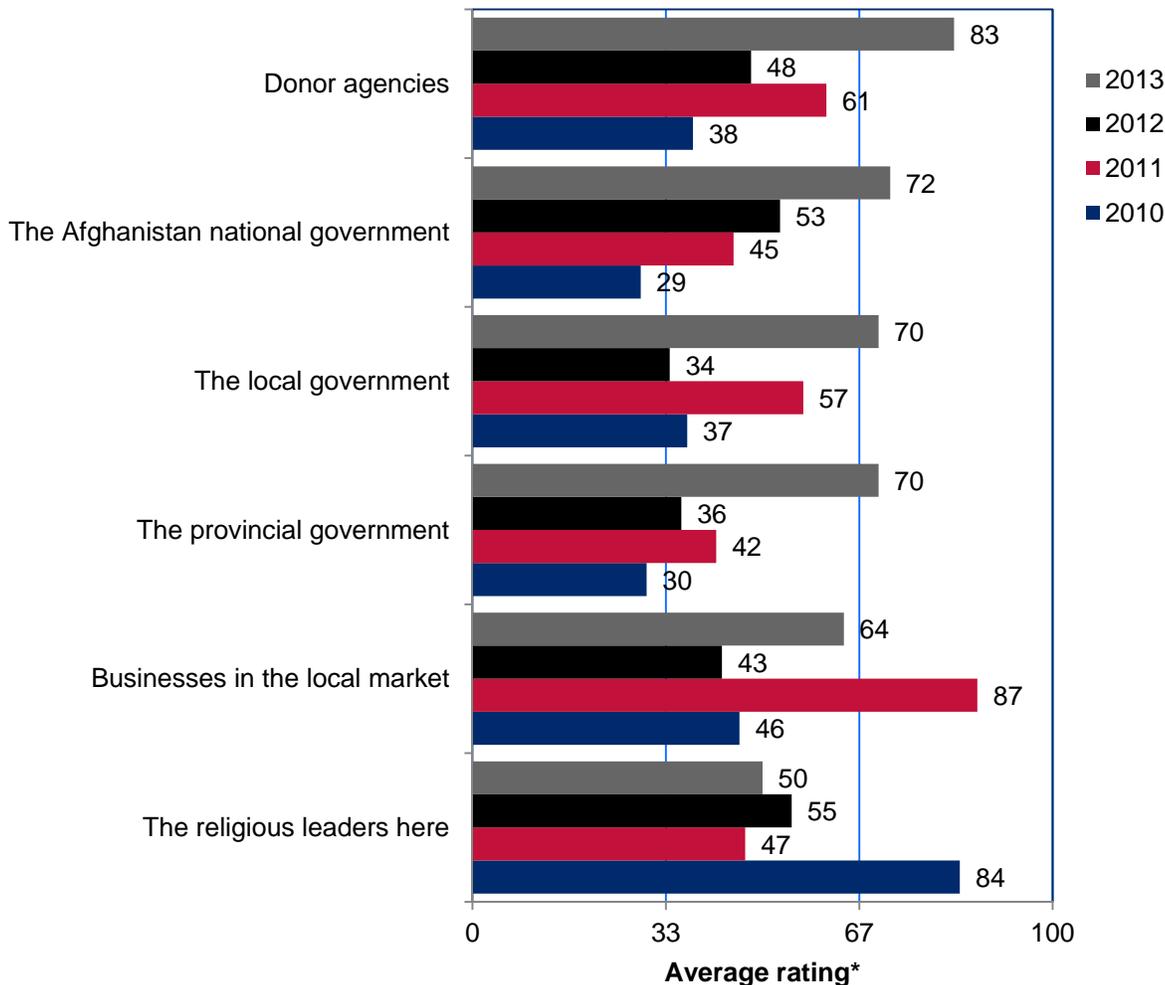
Trust for most types of organizations increased from 2010 to 2013, including for donor agencies, the Afghanistan national government, the local government, the provincial government and businesses in the local market, but dropped for local religious leaders.

FIGURE 115: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE, 2013

To what extent do you trust each of the following to conduct its activities to benefit the people in your city?	Great deal of trust	Some trust	Little trust	No trust	Average rating*
Donor agencies	59%	34%	5%	2%	83
The Afghanistan national government	38%	43%	18%	1%	72
The local government	36%	39%	24%	1%	70
The provincial government	36%	40%	22%	2%	70
Businesses in the local market	13%	66%	21%	0%	64
The religious leaders here	15%	43%	20%	22%	50

* Average rating where 0=no trust, 33=little trust, 67=some trust and 100=a great deal of trust

FIGURE 116: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE COMPARED BY YEAR



* Average rating where 0=no trust, 33=little trust, 67=some trust and 100=a great deal of trust

Nearly all respondents regarded corruption as a major problem in Afghanistan; 94% regarded corruption in the provincial government as a major problem and 99% thought that corruption in Afghanistan as a whole was a major problem. Except for in 2011, when corruption in Afghanistan as a whole was perceived as slightly less of a problem, this level of concern in 2013 was similar to prior survey years.

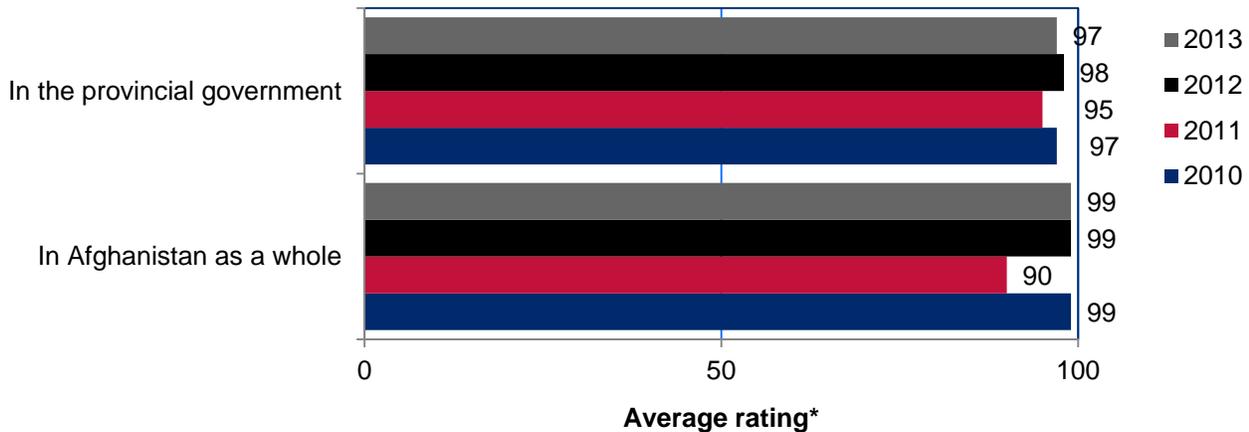
When asked if the amount of corruption had changed, most respondents in 2013 thought that it had increased in both the provincial government and in Afghanistan as a whole.

FIGURE 117: LEVEL OF CORRUPTION, 2013

Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.	Major Problem	Minor Problem	Not a Problem	Average rating*
In the provincial government	94%	6%	0%	97
In Afghanistan as a whole	99%	1%	0%	99

* Average rating where 0=no problem, 50=a minor problem and 100=a major problem

FIGURE 118: LEVEL OF CORRUPTION COMPARED BY YEAR



* Average rating where 0=no problem, 50=a minor problem and 100=a major problem

FIGURE 119: CHANGE IN LEVEL OF CORRUPTION COMPARED BY YEAR

Compared to a 12 months ago, do you think the amount of corruption overall stayed the same or decreased in the following areas?		2010	2011	2012	2013
In the provincial government	Increased	64%	56%	65%	71%
	Stayed the same	33%	3%	34%	27%
	Decreased	4%	41%	1%	2%
In Afghanistan as a whole	Increased	75%	51%	65%	87%
	Stayed the same	21%	11%	31%	11%
	Decreased	4%	38%	4%	1%

The officials with whom residents most commonly had contact were officials in the municipality, the public healthcare service and Afghan National Police. Among those who had contact with government officials, respondents most commonly reported being asked for cash, a gift or to perform a favor when contacting the Afghan National Police (43%), the judiciary/courts (41%) and the Customs office (37%). These types of requests were rare for officials in the municipality and the public healthcare service.

Compared to the 2010 baseline survey, the instance of being asked to give cash, gifts or perform a favor was lower for all types of officials except for the Afghan National Army and the Customs Office, which were similar in 2010 and 2013.

FIGURE 120: PERCENT WHO HAD CONTACT WITH GOVERNMENT OFFICIALS COMPARED BY YEAR

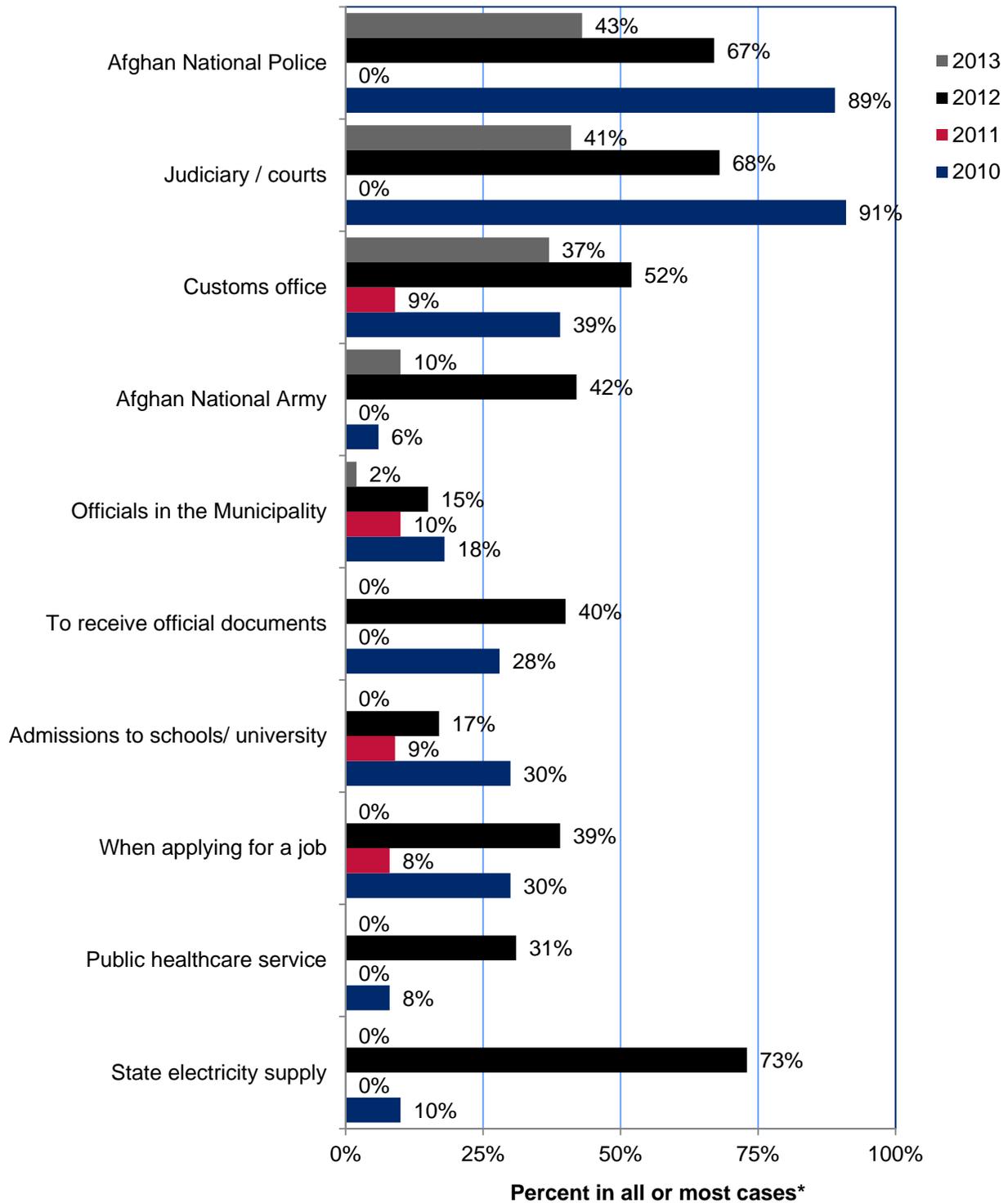
	2010	2011	2012	2013
Officials in the Municipality	87%	79%	51%	70%
Public healthcare service	94%	97%	51%	47%
Afghan National Police	96%	84%	73%	44%
Admissions to schools/ university	94%	86%	17%	37%
Judiciary / courts	97%	97%	66%	33%
Customs office	81%	84%	46%	31%
To receive official documents	83%	100%	48%	9%
When applying for a job	81%	100%	39%	9%
Afghan National Army	72%	84%	14%	7%
State electricity supply	61%	84%	21%	6%

FIGURE 121: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS, 2013

Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?*	In all cases	Most cases	Isolated cases	No cases
Admissions to schools/ university	0%	0%	0%	100%
To receive official documents	0%	0%	8%	92%
Public healthcare service	0%	0%	9%	91%
State electricity supply	0%	0%	13%	88%
When applying for a job	0%	0%	15%	85%
Afghan National Army	10%	0%	10%	80%
Officials in the Municipality	0%	2%	18%	80%
Afghan National Police	15%	28%	5%	52%
Customs office	7%	30%	12%	51%
Judiciary / courts	15%	26%	20%	39%

**Only for those who had contact with Government Official*

FIGURE 122: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS COMPARED BY YEAR



* Only for those who had contact with Government Official

WOMEN IN SOCIETY

The survey asked respondents about resources for women in Sharana and their attitudes towards opportunities for women in education and government. Virtually all respondents were aware of the Ministry of Women's Affairs and knew of a local office in their district or province. Starting in 2011 and continuing through 2013, awareness of the Ministry and its local offices improved considerably over the baseline survey year.

Only men were interviewed for the Sharana survey, and these male respondents generally supported opportunities for women in education and government. Most agreed that women should have equal opportunities like men in education; 59% strongly agreed and 31% somewhat agreed. Support was slightly lower for women having equal opportunities like men in participating in government; 46% strongly agreed and 28% somewhat agreed, but 16% somewhat disagreed and 10% strongly disagreed. Support for equal opportunities for women in education and government had varied over the survey years, but was higher in 2013 than in 2010.

FIGURE 123: AWARENESS OF MINISTRY OF WOMEN'S AFFAIRS COMPARED BY YEAR

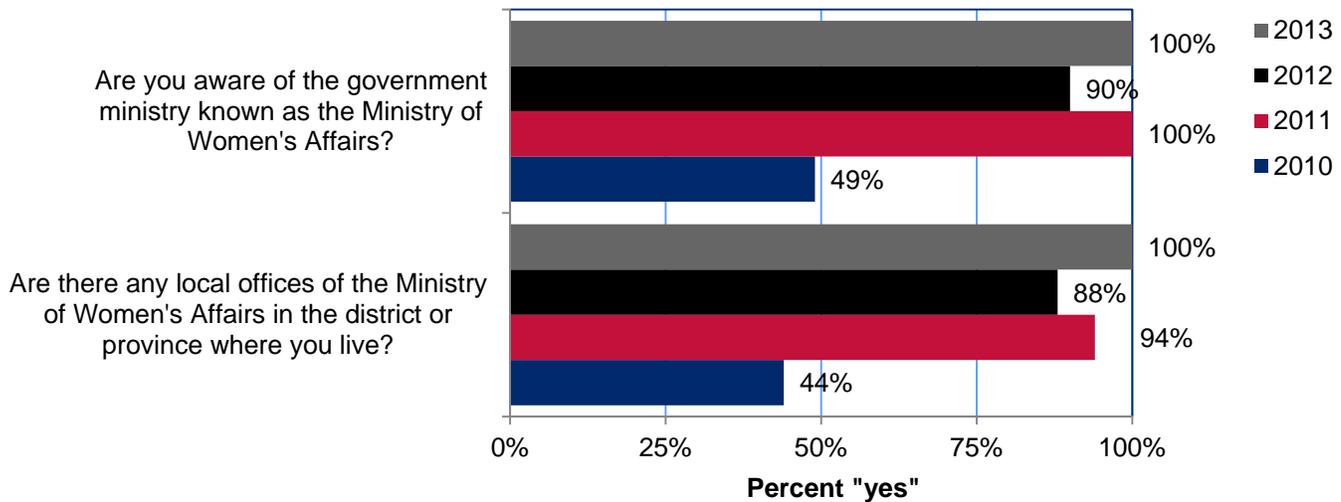
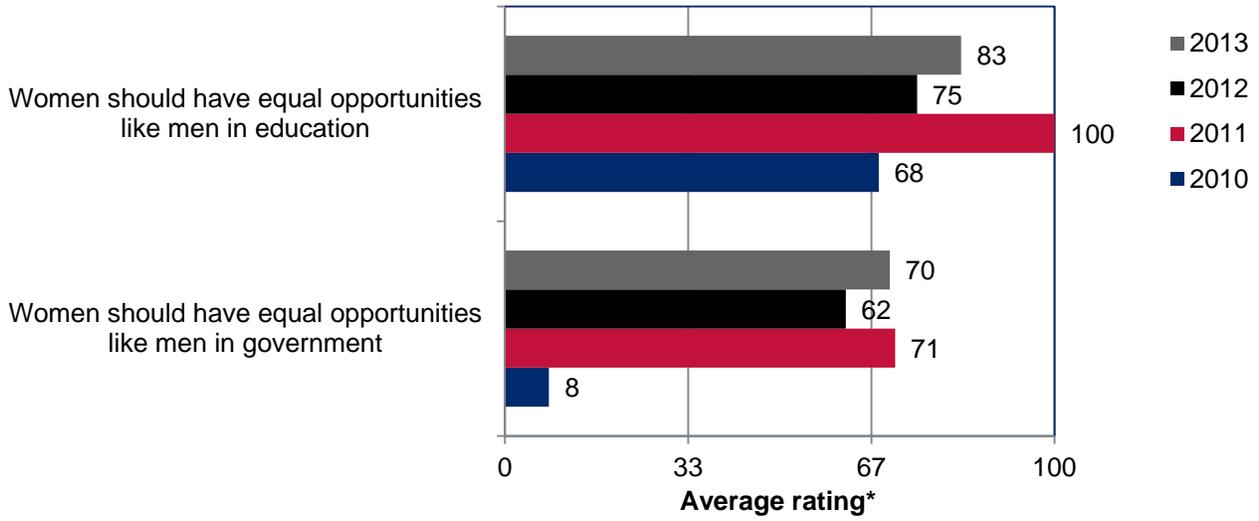


FIGURE 124: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2013

		Male
Some people say that women should have equal opportunities like men in education.	Strongly agree	59%
	Agree somewhat	31%
	Disagree somewhat	11%
	Strongly disagree	0%
	Average rating*	83
Some people say that women should have equal opportunities like men in participating in government.	Strongly agree	46%
	Agree somewhat	28%
	Disagree somewhat	16%
	Strongly disagree	10%
	Average rating*	70

* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

FIGURE 125: MALE RESPONDENTS' AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES AS MEN IN EDUCATION AND GOVERNMENT COMPARED BY YEAR



* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

APPENDIX A: COMPLETE SET OF FREQUENCIES, 2013 RESIDENT SURVEY

These tables contain the percentage of respondents for each response category as well as the “N” or total number of respondents for each category, next to the percentage.

Q1 Can you tell me how many years you have lived in this city?		
	Number	Percent of households
1-5 years	2	1%
6-10 years	4	3%
11-20 years	22	16%
21-40 years	81	58%
41 or more years	31	22%
Total	140	100%

Q1 Average Number of Years Lived in this City	
Average years in Sharana	32

Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Sharana	11	8%	69	49%	40	29%	20	14%	0	0%	0	0%	140	100%
The quality of schools in your city	4	3%	90	64%	33	24%	13	9%	0	0%	0	0%	140	100%
The quality of healthcare facilities in your city	11	8%	80	57%	38	27%	11	8%	0	0%	0	0%	140	100%
The health of people in your city	12	9%	82	59%	35	25%	11	8%	0	0%	0	0%	140	100%
The cleanliness of city streets	16	11%	56	40%	55	39%	13	9%	0	0%	0	0%	140	100%
The number of job opportunities in your city	1	1%	24	17%	36	26%	79	56%	0	0%	0	0%	140	100%
The number of businesses in your city	4	3%	51	36%	69	49%	16	11%	0	0%	0	0%	140	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Sharana	2.5
The quality of schools in your city	2.6
The quality of healthcare facilities in your city	2.7
The health of people in your city	2.7
The cleanliness of city streets	2.5
The number of job opportunities in your city	1.6
The number of businesses in your city	2.3

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q3 Is the head of your household currently employed?

	Number	Percent
Yes, full time	111	79%
Yes, part time	12	9%
No, not employed	17	12%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q4 Compared to 12 months ago, do you think opportunities for employment in Sharana have increased, stayed the same or decreased?

	Number	Percent
Increased	0	0%
Stayed the same	38	27%
Decreased	102	73%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q5 Do you pay Safayi (city fees or taxes)?

	Number	Percent
Yes	0	0%
No	140	100%
Total	140	100%

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	1	1%
Dispose in public container	139	99%
Take to an official dump site	0	0%
Take to an improvised dump site	0	0%
Door to door collection	1	1%
Other	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q6a Where is this container?

	Number	Percent
On my street/close to my house	99	71%
On the next street	34	24%
Several streets away	7	5%
Further than several streets away	0	0%
Total	140	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?

	Number	Percent
Very satisfied	73	52%
Somewhat satisfied	60	43%
Somewhat dissatisfied	7	5%
Very dissatisfied	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method

	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	3.5

**Average rating where 1=very dissatisfied, 2=somewhat dissatisfied, 3=somewhat satisfied and 4=very satisfied*

Q8 How often does the municipal government clean trash from streets?

	Number	Percent
Every day	0	0%
A couple/few times a week	63	45%
Once a week	66	47%
Once every two or three weeks	11	8%
Once a month or less frequently	0	0%
Once a year	0	0%
Never	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	0	0%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	140	100%
Total	140	100%

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the municipal government, would you say they are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	12	9%	48	34%	74	53%	6	4%	0	0%	0	0%	140	100%
Provision of legal dumpsites	16	11%	61	44%	58	41%	5	4%	0	0%	0	0%	140	100%
Provision of garbage bins in residential areas	75	54%	48	34%	14	10%	3	2%	0	0%	0	0%	140	100%
Provision of garbage bins in commercial areas	71	51%	49	35%	13	9%	7	5%	0	0%	0	0%	140	100%
Cleaning garbage from the streets	71	51%	39	28%	22	16%	8	6%	0	0%	0	0%	140	100%
Affordability of trash service	0	0%	0	0%	20	14%	61	44%	0	0%	59	42%	140	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	2.5
Provision of legal dumpsites	2.6
Provision of garbage bins in residential areas	3.4
Provision of garbage bins in commercial areas	3.3
Cleaning garbage from the streets	3.2
Affordability of trash service	1.2

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q11 Which of the following sources do you use for drinking water?

	Number	Percent
Well on property	61	44%
Shared well with neighbors	91	65%
River, canal or other open source	0	0%
Public standpipe	0	0%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Spring	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	0	0%
A private firm/person	0	0%
No one	140	100%
Total	140	100%

Q14 In the last year, has any family member suffered from dysentery, cholera or severe diarrhea?

	Number	Percent
Yes	54	39%
No	86	61%
Total	140	100%

Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?

	Number	Percent
Shared Generator (with neighbors)	114	81%
Personal Generator	58	41%
Solar Energy	14	10%
Public Generator (from government)	0	0%
Government provided electricity that is not a public generator	0	0%
Micro Hydro Power (MHP)	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
No electricity	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q16 Who do you pay for this electricity service?

	Number	Percent
A private firm/person	115	82%
No one	25	18%
Total	140	100%

Q16a If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	8	7%
601 to 1,000 AFN	70	61%
1,001 to 2,000 AFN	36	31%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	1	1%
Total	115	100%

Q18 What type of toilet do you have at your home?

	Number	Percent
Indoor plumbing	0	0%
Dry latrine	1	1%
Latrine with septic	139	99%
Other	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q19 What type of drainage do you have for your waste water?

	Number	Percent
Septic system	139	99%
Open ditch/canal	1	1%
City pipeline/sewer	0	0%
Other	0	0%
Drains onto the street/road	0	0%
Drains into the yard/garden	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	12	9%	55	39%	67	48%	6	4%	0	0%	0	0%	140	100%
The condition of larger drainage ditches throughout the city	14	10%	76	54%	46	33%	4	3%	0	0%	0	0%	140	100%
Ditch cleaning services	18	13%	83	59%	36	26%	3	2%	0	0%	0	0%	140	100%
Ditch repair services	4	3%	72	51%	58	41%	6	4%	0	0%	0	0%	140	100%
Ditch construction services	2	1%	67	48%	52	37%	19	14%	0	0%	0	0%	140	100%

Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City

	Average rating*
The condition of drainage ditches near home	2.5
The condition of larger drainage ditches throughout the city	2.7
Ditch cleaning services	2.8
Ditch repair services	2.5
Ditch construction services	2.4

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	8	6%	50	36%	72	51%	10	7%	0	0%	0	0%	140	100%
The condition of main city roads	12	9%	60	43%	44	31%	24	17%	0	0%	0	0%	140	100%
The condition of highways	11	8%	48	34%	69	49%	12	9%	0	0%	0	0%	140	100%
Street repair services	3	2%	71	51%	53	38%	13	9%	0	0%	0	0%	140	100%
Street construction services	6	4%	58	41%	55	39%	21	15%	0	0%	0	0%	140	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	2.4
The condition of main city roads	2.4
The condition of highways	2.4
Street repair services	2.5
Street construction services	2.3

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	132	94%	7	5%	1	1%	0	0%	0	0%	140	100%
Women's parks	0	0%	0	0%	140	100%	0	0%	0	0%	140	100%
Children's playgrounds	134	96%	6	4%	0	0%	0	0%	0	0%	140	100%

Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each)

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	53	38%	14	10%	52	37%	20	14%	0	0%	1	1%	140	100%
Women's parks	0	0%	0	0%	0	0%	22	16%	0	0%	118	84%	140	100%
Children's playgrounds	47	34%	9	6%	63	45%	21	15%	0	0%	0	0%	140	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.7
Women's parks	1.0
Children's playgrounds	2.6

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q24A Do you or your family members visit the parks?

	Number	Percent
Yes	128	91%
No	12	9%

Q24B If yes, which ones?

	Number	Percent
Teen/adult parks	126	98%
Children's Playgrounds	103	80%
Women's parks	0	0%

Q25 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	68	49%	54	39%	17	12%	1	1%	0	0%	0	0%	140	100%
The size and layout of the market(s)	49	35%	64	46%	23	16%	4	3%	0	0%	0	0%	140	100%
The amount of food available at your market(s)	18	13%	87	62%	33	24%	2	1%	0	0%	0	0%	140	100%
The variety of foods available at your market(s)	10	7%	95	68%	32	23%	3	2%	0	0%	0	0%	140	100%
The quality of food at your market(s)	15	11%	84	60%	39	28%	2	1%	0	0%	0	0%	140	100%
The availability of goods besides food at your market(s)	11	8%	80	57%	31	22%	18	13%	0	0%	0	0%	140	100%

Q25 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	3.4
The size and layout of the market(s)	3.1
The amount of food available at your market(s)	2.9
The variety of foods available at your market(s)	2.8
The quality of food at your market(s)	2.8
The availability of goods besides food at your market(s)	2.6

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q26 Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	12	9%	77	55%	50	36%	1	1%	0	0%	0	0%	140	100%
Fruit	20	14%	86	61%	33	24%	1	1%	0	0%	0	0%	140	100%
Vegetables	53	38%	85	61%	2	1%	0	0%	0	0%	0	0%	140	100%
Flour	138	99%	2	1%	0	0%	0	0%	0	0%	0	0%	140	100%
Cooking oil	138	99%	2	1%	0	0%	0	0%	0	0%	0	0%	140	100%
Sugar, tea	125	89%	15	11%	0	0%	0	0%	0	0%	0	0%	140	100%
Cereal	92	66%	47	34%	1	1%	0	0%	0	0%	0	0%	140	100%

Q27 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the municipal government to provide.

	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	25	18%	15	11%	9	6%	91	65%	140	100%
A new dump site for trash to reduce leaching into water and the spread of disease	8	6%	11	8%	5	4%	116	83%	140	100%
Ditch cleaning, repair and construction	13	9%	22	16%	17	12%	88	63%	140	100%
Street repair	5	4%	10	7%	9	6%	116	83%	140	100%
Supplying clean drinking water	20	14%	17	12%	12	9%	91	65%	140	100%
Provide a new area for a market	16	11%	5	4%	6	4%	113	81%	140	100%
Provide green areas/parks	2	1%	13	9%	16	11%	109	78%	140	100%
Provide electricity service	36	26%	30	21%	33	24%	41	29%	140	100%
Car parking	4	3%	9	6%	16	11%	111	79%	140	100%
Sidewalk construction/improvement	1	1%	0	0%	2	1%	137	98%	140	100%
Sport facilities/stadium	7	5%	9	6%	13	9%	111	79%	140	100%
Public latrine for men	2	1%	0	0%	2	1%	136	97%	140	100%
Public latrine for women	0	0%	0	0%	0	0%	140	100%	140	100%

Q28 If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?

	Number	Percent
Mayor	136	97%
Shuras/CDCs/Jirgas	1	1%
Tribal leader/Malik	2	1%
Mullah	0	0%
Wakil-e-Gozar	0	0%
Others	1	1%
Would contact no one	0	0%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q29 Have you ever asked someone in the municipal government to help you solve a problem or get a service?

	Number	Percent
Yes	122	87%
No	18	13%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q30 If you asked someone from the municipal government to fix your street, what do you think would happen?

	Number	Percent
It would be fixed within a month	0	0%
It would be fixed within a year	19	14%
My request would be put on a long wait list	113	81%
Other	0	0%
Don't know	8	6%
Refused	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q31 Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?

	Number	Percent
Very good job	17	12%
Somewhat good job	118	84%
Somewhat bad job	4	3%
Very bad job	1	1%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q32 How often do you think local government officials are working to serve people like you?

	Number	Percent
Almost always	35	25%
Sometimes	70	50%
Rarely	34	24%
Almost never	1	1%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q33 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?

	Number	Percent
A lot	6	4%
A little	82	59%
Very little	42	30%
None at all	10	7%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q34 To what extent do you trust each of the following to conduct its activities to benefit the people in your city?

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Businesses in the local market	18	13%	93	66%	29	21%	0	0%	0	0%	0	0%	140	100%
The religious leaders here	21	15%	60	43%	28	20%	31	22%	0	0%	0	0%	140	100%
Donor agencies	82	59%	48	34%	7	5%	3	2%	0	0%	0	0%	140	100%
The local government	50	36%	54	39%	34	24%	2	1%	0	0%	0	0%	140	100%
The provincial government	50	36%	56	40%	31	22%	3	2%	0	0%	0	0%	140	100%
The Afghanistan national government	53	38%	60	43%	25	18%	2	1%	0	0%	0	0%	140	100%

Q35 Who is your mayor?

	Number	Percent
Identified correctly	121	86%
Did not know	10	7%
Provided wrong name	9	6%
Total	140	100%

Q36 Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	132	94%	8	6%	0	0%	0	0%	0	0%	140	100%
In Afghanistan as a whole	138	99%	2	1%	0	0%	0	0%	0	0%	140	100%

Q37 Compared to 12 months ago, do you think the amount of corruption overall in ...

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	99	71%	38	27%	3	2%	0	0%	0	0%	140	100%
In Afghanistan as a whole	122	87%	16	11%	2	1%	0	0%	0	0%	140	100%

Q38 Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	0	0%	2	1%	18	13%	78	56%	42	30%	0	0%	0	0%	140	100%
Customs office	3	2%	13	9%	5	4%	22	16%	97	69%	0	0%	0	0%	140	100%
Afghan National Police	9	6%	17	12%	3	2%	32	23%	79	56%	0	0%	0	0%	140	100%
Afghan National Army	1	1%	0	0%	1	1%	8	6%	130	93%	0	0%	0	0%	140	100%
Judiciary / courts	7	5%	12	9%	9	6%	18	13%	94	67%	0	0%	0	0%	140	100%
State electricity supply	0	0%	0	0%	1	1%	7	5%	132	94%	0	0%	0	0%	140	100%
Public healthcare service	0	0%	0	0%	6	4%	60	43%	74	53%	0	0%	0	0%	140	100%
When applying for a job	0	0%	0	0%	2	1%	11	8%	127	91%	0	0%	0	0%	140	100%
Admissions to schools/ university	0	0%	0	0%	0	0%	52	37%	88	63%	0	0%	0	0%	140	100%
To receive official documents	0	0%	0	0%	1	1%	12	9%	127	91%	0	0%	0	0%	140	100%

Q39 Are you aware of the government ministry known as the Ministry of Women's Affairs?

	Number	Percent
Yes	140	100%
No	0	0%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q40 Are there any local offices of the Ministry of Women’s Affairs in the district or province where you live? (If answered ‘Yes’ in Q39)?

	Number	Percent
Yes	140	100%
No	0	0%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q41 Some people say that women should have equal opportunities like men in education. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	82	59%
Agree somewhat	43	31%
Disagree somewhat	15	11%
Strongly disagree	0	0%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q42 Some people say that women should have equal opportunities like men in participating in government. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	64	46%
Agree somewhat	39	28%
Disagree somewhat	23	16%
Strongly disagree	14	10%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q43 Have you ever read/seen municipality newsletter?

	Number	Percent
Yes	56	40%
No	83	60%
Total	139	100%

Q44 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	1	1%
18-30 years old	57	41%
31-40 years old	48	34%
41-50 years old	23	16%
51-60 years old	7	5%
61 or more years old	4	3%
Total	140	100%

Q45 Are you now working, a housewife (ask only women), retired, a student, or looking for work?

	Number	Percent of households
Working	130	93%
Retired	2	1%
Housewife	0	0%
Student	8	6%
Unemployed	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Total may exceed 100% as respondents could provide more than one response.

Q46 What is the highest level of school or madrassa you completed?

	Number	Percent of households
Never went to school	19	14%
Primary School, incomplete (classes 1 to 5)	15	11%
Primary School, complete (finished class 6)	25	18%
Secondary education, incomplete (classes 7 to 8)	17	12%
Secondary education, complete (finished class 9)	14	10%
High School (classes 10 to 12)	30	21%
University education or above	20	14%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q47 Are you married or single?

	Number	Percent of households
Single	21	15%
Married	118	84%
Widower/ Widow	1	1%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q48 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	6	4%
6-10 people	30	21%
10-20 people	65	46%
21 or more people	39	28%
Total	140	100%

Q49 Does your family lease or own this house?

	Number	Percent of households
Lease	103	74%
Own	37	26%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q50 Does your family have a Qabala or other way of demonstrating your tenure?

	Number	Percent of households
Yes	15	11%
No	125	89%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q51 What do you pay each month for your lease or mortgage?

	Number	Percent of households
Pay nothing	0	0%
1,000 AFN or less per month	10	10%
1,001-2,000 AFN per month	34	33%
2,001-3,000 AFN per month	20	20%
3,001-4,000 AFN per month	16	16%
4,001-5,000 AFN per month	14	14%
5,001-7,500 AFN per month	8	8%
7,501 or more AFN per month	0	0%
Total	102	100%

Q52 Income Level

Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	0	0%
2,001 - 3,000 AFN	0	0%
3,001 - 5,000 AFN	10	7%
5,001 - 10,000 AFN	46	33%
10,001 - 15,000 AFN	54	39%
15,001 - 20,000 AFN	14	10%
20,001 - 25,000 AFN	14	10%
25,001 - 40,000 AFN	2	1%
More than 40,000 AFN	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q53 Gender

	Number	Percent of households
Male	140	100%
Female	0	0%
Total	140	100%

APPENDIX B: COMPLETE SET OF FREQUENCIES, 2012 RESIDENT SURVEY

These tables contain the percentage of respondents for each response category as well as the “N” or total number of respondents for each category, next to the percentage.

Q1 Can you tell me how many years you have lived in this city?		
	Number	Percent of households
1-5 years	41	29%
6-10 years	42	30%
11-20 years	49	35%
21-40 years	7	5%
41 or more years	1	1%
Total	140	100%

Q1 Average Number of Years Lived in this City	
Average years in Sharana	10

Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Sharana	23	16%	45	32%	61	44%	11	8%	0	0%	0	0%	140	100%
The quality of schools in your city	9	6%	55	39%	48	34%	28	20%	0	0%	0	0%	140	100%
The quality of healthcare facilities in your city	5	4%	34	24%	66	47%	35	25%	0	0%	0	0%	140	100%
The health of people in your city	5	4%	33	24%	72	51%	30	21%	0	0%	0	0%	140	100%
The cleanliness of city streets	1	1%	9	6%	26	19%	104	74%	0	0%	0	0%	140	100%
The number of job opportunities in your city	1	1%	17	12%	73	52%	49	35%	0	0%	0	0%	140	100%
The number of businesses in your city	9	6%	31	22%	70	50%	30	21%	0	0%	0	0%	140	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Sharana	2.6
The quality of schools in your city	2.3
The quality of healthcare facilities in your city	2.1
The health of people in your city	2.1
The cleanliness of city streets	1.3
The number of job opportunities in your city	1.8
The number of businesses in your city	2.1

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q3 Is the head of your household currently employed?

	Number	Percent
Yes, full time	123	88%
Yes, part time	8	6%
No, not employed	9	6%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Sharana have increased, stayed the same or decreased?

	Number	Percent
Increased	28	20%
Stayed the same	76	54%
Decreased	36	26%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q5 Do you pay Safayi (city fees or taxes)?

	Number	Percent
Yes	138	99%
No	2	1%
Total	140	100%

Q5 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	20	15%
51 to 100 AFN	26	19%
101 to 200 AFN	39	29%
201 to 400 AFN	31	23%
401 to 600 AFN	17	13%
601 to 1,000 AFN	3	2%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	10	7%
Dispose in public container	125	90%
Take to an official dump site	5	4%
Take to an improvised dump site	1	1%
Door to door collection	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q6a Where is this container?

	Number	Percent
On my street/close to my house	40	32%
On the next street	24	19%
Several streets away	42	33%
Further than several streets away	20	16%
Total	126	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?

	Number	Percent
Very satisfied	35	25%
Somewhat satisfied	75	54%
Somewhat dissatisfied	28	20%
Very dissatisfied	2	1%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method

	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	3.0

**Average rating where 1=very dissatisfied, 2=somewhat dissatisfied, 3=somewhat satisfied and 4=very satisfied*

Q8 How often does the municipal government clean trash from streets?

	Number	Percent
Every day	3	2%
A couple/few times a week	7	5%
Once a week	43	31%
Once every two or three weeks	24	17%
Once a month or less frequently	62	44%
Once a year	1	1%
Never	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	138	99%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	2	1%
Total	140	100%

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the municipal government, would you say they are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	99	71%	28	20%	8	6%	5	4%	0	0%	0	0%	140	100%
Provision of legal dumpsites	93	66%	41	29%	5	4%	1	1%	0	0%	0	0%	140	100%
Provision of garbage bins in residential areas	81	58%	49	35%	7	5%	3	2%	0	0%	0	0%	140	100%
Provision of garbage bins in commercial areas	68	49%	64	46%	5	4%	3	2%	0	0%	0	0%	140	100%
Cleaning garbage from the streets	88	63%	36	26%	11	8%	5	4%	0	0%	0	0%	140	100%
Affordability of trash service	28	20%	38	27%	68	49%	5	4%	0	0%	0	0%	139	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	3.6
Provision of legal dumpsites	3.6
Provision of garbage bins in residential areas	3.5
Provision of garbage bins in commercial areas	3.4
Cleaning garbage from the streets	3.5
Affordability of trash service	2.6

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q11 Which of the following sources do you use for drinking water?

	Number	Percent
Well on property	125	89%
Shared well with neighbors	6	4%
River, canal or other open source	1	1%
Public standpipe	23	16%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Spring	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	0	0%
A private firm/person	0	0%
No one	140	100%
Total	140	100%

Q14 In the last year, has any family member suffered from dysentery, cholera or severe diarrhea?

	Number	Percent
Yes	40	29%
No	100	71%
Total	140	100%

Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?

	Number	Percent
Solar Energy	131	94%
Shared Generator (with neighbors)	43	31%
Personal Generator	41	29%
Public Generator (from government)	5	4%
Government provided electricity that is not a public generator	2	1%
No electricity	2	1%
Large batteries/invertors (such as for running TV, lights, etc.)	1	1%
Micro Hydro Power (MHP)	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q16 Who do you pay for this electricity service?

	Number	Percent
A private firm/person	44	31%
No one	96	69%
Total	140	100%

Q16a If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	6	14%
401 to 600 AFN	7	16%
601 to 1,000 AFN	21	48%
1,001 to 2,000 AFN	10	23%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	44	100%

Q18 What type of toilet do you have at your home?

	Number	Percent
Indoor plumbing	3	2%
Dry latrine	133	96%
Latrine with septic	3	2%
Other	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q19 What type of drainage do you have for your waste water?

	Number	Percent
Open ditch/canal	101	72%
Drains onto the street/road	26	19%
Septic system	12	9%
Other	1	1%
City pipeline/sewer	0	0%
Drains into the yard/garden	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	3	2%	18	13%	31	22%	88	63%	0	0%	0	0%	140	100%
The condition of larger drainage ditches throughout the city	5	4%	24	17%	28	20%	83	59%	0	0%	0	0%	140	100%
Ditch cleaning services	3	2%	15	11%	52	37%	70	50%	0	0%	0	0%	140	100%
Ditch repair services	6	4%	11	8%	36	26%	87	62%	0	0%	0	0%	140	100%
Ditch construction services	17	12%	26	19%	55	39%	42	30%	0	0%	0	0%	140	100%

Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City

	Average rating*
The condition of drainage ditches near home	1.5
The condition of larger drainage ditches throughout the city	1.7
Ditch cleaning services	1.7
Ditch repair services	1.5
Ditch construction services	2.1

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	2	1%	14	10%	29	21%	95	68%	0	0%	0	0%	140	100%
The condition of main city roads	7	5%	61	44%	54	39%	18	13%	0	0%	0	0%	140	100%
The condition of highways	44	31%	14	10%	34	24%	48	34%	0	0%	0	0%	140	100%
Street repair services	0	0%	3	2%	28	20%	109	78%	0	0%	0	0%	140	100%
Street construction services	2	1%	12	9%	34	24%	92	66%	0	0%	0	0%	140	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.5
The condition of main city roads	2.4
The condition of highways	2.4
Street repair services	1.2
Street construction services	1.5

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	63	45%	75	54%	2	1%	0	0%	0	0%	140	100%
Women's parks	0	0%	0	0%	138	99%	1	1%	1	1%	140	100%
Children's playgrounds	63	45%	75	54%	2	1%	0	0%	0	0%	140	100%

Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	32	23%	39	28%	27	19%	42	30%	0	0%	0	0%	140	100%
Women's parks	0	0%	0	0%	0	0%	0	0%	3	2%	137	98%	140	100%
Children's playgrounds	3	2%	44	31%	38	27%	55	39%	0	0%	0	0%	140	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.4
Children's playgrounds	2.0

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q25 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	38	27%	57	41%	38	27%	7	5%	0	0%	0	0%	140	100%
The size and layout of the market(s)	24	17%	60	43%	45	32%	11	8%	0	0%	0	0%	140	100%
The amount of food available at your market(s)	49	35%	38	27%	43	31%	10	7%	0	0%	0	0%	140	100%
The variety of foods available at your market(s)	42	30%	45	32%	45	32%	8	6%	0	0%	0	0%	140	100%
The quality of food at your market(s)	31	22%	39	28%	44	31%	26	19%	0	0%	0	0%	140	100%
The availability of goods besides food at your market(s)	39	28%	37	26%	45	32%	19	14%	0	0%	0	0%	140	100%

Q25 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.9
The size and layout of the market(s)	2.7
The amount of food available at your market(s)	2.9
The variety of foods available at your market(s)	2.9
The quality of food at your market(s)	2.5
The availability of goods besides food at your market(s)	2.7

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q26 Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	17	12%	97	69%	26	19%	0	0%	0	0%	0	0%	140	100%
Fruit	30	21%	86	61%	24	17%	0	0%	0	0%	0	0%	140	100%
Vegetables	67	48%	63	45%	10	7%	0	0%	0	0%	0	0%	140	100%
Flour	131	94%	8	6%	1	1%	0	0%	0	0%	0	0%	140	100%
Cooking oil	136	97%	3	2%	1	1%	0	0%	0	0%	0	0%	140	100%
Sugar, tea	135	96%	5	4%	0	0%	0	0%	0	0%	0	0%	140	100%
Cereal	79	56%	37	26%	16	11%	8	6%	0	0%	0	0%	140	100%

Q27 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the municipal government to provide.

	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	8	6%	6	4%	18	13%	108	77%	140	100%
A new dump site for trash to reduce leaching into water and the spread of disease	3	2%	5	4%	22	16%	110	79%	140	100%
Ditch cleaning, repair and construction	3	2%	5	4%	7	5%	125	89%	140	100%
Street repair	4	3%	3	2%	5	4%	128	91%	140	100%
Supplying clean drinking water	21	15%	22	16%	11	8%	86	61%	140	100%
Provide a new area for a market	3	2%	2	1%	2	1%	133	95%	140	100%
Provide green areas/parks	3	2%	15	11%	20	14%	102	73%	140	100%
Provide electricity service	82	59%	27	19%	18	13%	13	9%	140	100%
Car parking	0	0%	0	0%	3	2%	137	98%	140	100%
Sidewalk construction/improvement	0	0%	2	1%	4	3%	134	96%	140	100%
Sport facilities/stadium	5	4%	13	9%	14	10%	108	77%	140	100%
Public latrine for men	8	6%	40	29%	14	10%	78	56%	140	100%
Public latrine for women	0	0%	0	0%	2	1%	138	99%	140	100%

Q28 If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?

	Number	Percent
Mayor	81	58%
Shuras/CDCs/Jirgas	8	6%
Tribal leader/Malik	24	17%
Mullah	27	19%
Wakil-e-Gozar	0	0%
Others	0	0%
Would contact no one	0	0%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q29 Have you ever asked someone in the municipal government to help you solve a problem or get a service?

	Number	Percent
Yes	122	87%
No	18	13%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q30 If you asked someone from the municipal government to fix your street, what do you think would happen?

	Number	Percent
It would be fixed within a month	2	1%
It would be fixed within a year	25	18%
My request would be put on a long wait list	113	81%
Other	0	0%
Don't know	0	0%
Refused	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q31 Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?

	Number	Percent
Very good job	21	15%
Somewhat good job	83	59%
Somewhat bad job	31	22%
Very bad job	5	4%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q32 How often do you think local government officials are working to serve people like you?

	Number	Percent
Almost always	15	11%
Sometimes	43	31%
Rarely	51	36%
Almost never	31	22%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q33 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?

	Number	Percent
A lot	32	23%
A little	51	36%
Very little	27	19%
None at all	30	21%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q34 To what extent do you trust each of the following to conduct its activities to benefit the people in your city?

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Businesses in the local market	14	10%	53	38%	31	22%	42	30%	0	0%	0	0%	140	100%
The religious leaders here	35	25%	51	36%	22	16%	32	23%	0	0%	0	0%	140	100%
Donor agencies	21	15%	52	37%	33	24%	34	24%	0	0%	0	0%	140	100%
The local government	12	9%	23	16%	59	42%	46	33%	0	0%	0	0%	140	100%
The provincial government	10	7%	32	23%	57	41%	41	29%	0	0%	0	0%	140	100%
The Afghanistan national government	40	29%	36	26%	29	21%	35	25%	0	0%	0	0%	140	100%

Q35 Who is your mayor?

	Number	Percent
Identified correctly	114	81%
Did not know	22	16%
Provided wrong name	4	3%
Total	140	100%

Q36 Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	134	96%	6	4%	0	0%	0	0%	0	0%	140	100%
In Afghanistan as a whole	137	98%	3	2%	0	0%	0	0%	0	0%	140	100%

Q37 Compared to 12 months ago, do you think the amount of corruption overall in ...

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	91	65%	47	34%	2	1%	0	0%	0	0%	140	100%
In Afghanistan as a whole	91	65%	44	31%	5	4%	0	0%	0	0%	140	100%

Q38 Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	4	3%	7	5%	37	26%	24	17%	68	49%	0	0%	0	0%	140	100%
Customs office	29	21%	4	3%	24	17%	7	5%	76	54%	0	0%	0	0%	140	100%
Afghan National Police	47	34%	21	15%	20	14%	14	10%	38	27%	0	0%	0	0%	140	100%
Afghan National Army	7	5%	1	1%	3	2%	8	6%	121	86%	0	0%	0	0%	140	100%
Judiciary / courts	45	32%	18	13%	25	18%	4	3%	48	34%	0	0%	0	0%	140	100%
State electricity supply	18	13%	4	3%	5	4%	3	2%	109	78%	1	1%	0	0%	140	100%
Public healthcare service	11	8%	11	8%	23	16%	26	19%	69	49%	0	0%	0	0%	140	100%
When applying for a job	14	10%	7	5%	19	14%	14	10%	86	61%	0	0%	0	0%	140	100%
Admissions to schools/ university	3	2%	1	1%	6	4%	14	10%	116	83%	0	0%	0	0%	140	100%
To receive official documents	21	15%	6	4%	30	21%	10	7%	73	52%	0	0%	0	0%	140	100%

Q39 Are you aware of the government ministry known as the Ministry of Women's Affairs?

	Number	Percent
Yes	126	90%
No	14	10%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q40 Are there any local offices of the Ministry of Women's Affairs in the district or province where you live? (If answered 'Yes' in Q39)?

	Number	Percent
Yes	121	86%
No	17	12%
Don't know	2	1%
Refused	0	0%
Total	140	100%

Q43 A Have you ever read/seen municipality newsletter?

	Number	Percent
Yes	100	71%
No	40	29%
Total	140	100%

Q41 Some people say that women should have equal opportunities like men in education. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	79	56%
Agree somewhat	28	20%
Disagree somewhat	22	16%
Strongly disagree	11	8%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q42 Some people say that women should have equal opportunities like men in participating in government. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	61	44%
Agree somewhat	24	17%
Disagree somewhat	28	20%
Strongly disagree	27	19%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q44 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	1	1%
18-30 years old	75	54%
31-40 years old	42	30%
41-50 years old	15	11%
51-60 years old	5	4%
61 or more years old	2	1%
Total	140	100%

Q45 Are you now working, a housewife (ask only women), retired, a student, or looking for work?

	Number	Percent of households
Working	121	86%
Retired	0	0%
Housewife	0	0%
Student	10	7%
Unemployed	14	10%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Total may exceed 100% as respondents could provide more than one response.

Q46 What is the highest level of school or madrassa you completed?

	Number	Percent of households
Never went to school	17	12%
Primary School, incomplete (classes 1 to 5)	12	9%
Primary School, complete (finished class 6)	19	14%
Secondary education, incomplete (classes 7 to 8)	28	20%
Secondary education, complete (finished class 9)	20	14%
High School (classes 10 to 12)	28	20%
University education or above	16	11%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q47 Are you married or single?

	Number	Percent of households
Single	32	23%
Married	108	77%
Widower/ Widow	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q48 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	3	2%
6-10 people	17	12%
10-20 people	58	42%
21 or more people	60	43%
Total	138	100%

Q49 Does your family lease or own this house?

	Number	Percent of households
Lease	9	6%
Own	131	94%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q50 Does your family have a Qabala or other way of demonstrating your tenure?

	Number	Percent of households
Yes	108	77%
No	27	19%
Don't know	5	4%
Refused	0	0%
Total	140	100%

Q51 What do you pay each month for your lease or mortgage?

	Number	Percent of households
Pay nothing	0	0%
1,000 AFN or less per month	0	0%
1,001-2,000 AFN per month	2	22%
2,001-3,000 AFN per month	3	33%
3,001-4,000 AFN per month	1	11%
4,001-5,000 AFN per month	3	33%
5,001-7,500 AFN per month	0	0%
7,501 or more AFN per month	0	0%
Total	9	100%

Q52 Income Level

Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	1	1%
2,001 - 3,000 AFN	1	1%
3,001 - 5,000 AFN	12	9%
5,001 - 10,000 AFN	43	31%
10,001 - 15,000 AFN	36	26%
15,001 - 20,000 AFN	18	13%
20,001 - 25,000 AFN	15	11%
25,001 - 40,000 AFN	10	7%
More than 40,000 AFN	4	3%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q53 Gender

	Number	Percent of households
Male	140	100%
Female	0	0%
Total	140	100%

APPENDIX C: COMPLETE SET OF FREQUENCIES, 2011 RESIDENT SURVEY

These tables contain the percentage of respondents for each response category as well as the “N” or total number of respondents for each category, next to the percentage.

Q1 Can you tell me how many years you have lived in this city?		
	Number	Percent of households
1-5 years	97	69%
6-10 years	22	16%
11-20 years	14	10%
21-40 years	7	5%
41 or more years	0	0%
Total	140	100%

Q1 Average Number of Years Lived in this City	
Average years in Sharana	6

Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Sharana	16	11%	55	39%	69	49%	0	0%	0	0%	0	0%	140	100%
The quality of schools in your city	15	11%	41	29%	84	60%	0	0%	0	0%	0	0%	140	100%
The quality of healthcare facilities in your city	36	26%	31	22%	71	51%	2	1%	0	0%	0	0%	140	100%
The health of people in your city	4	3%	116	83%	18	13%	2	1%	0	0%	0	0%	140	100%
The cleanliness of city streets	10	7%	32	23%	10	7%	88	63%	0	0%	0	0%	140	100%
The number of job opportunities in your city	26	19%	107	76%	2	1%	5	4%	0	0%	0	0%	140	100%
The number of businesses in your city	17	12%	27	19%	90	64%	6	4%	0	0%	0	0%	140	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Sharana	2.6
The quality of schools in your city	2.5
The quality of healthcare facilities in your city	2.7
The health of people in your city	2.9
The cleanliness of city streets	1.7
The number of job opportunities in your city	3.1
The number of businesses in your city	2.4

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q3 Is the head of your household currently employed?		
	Number	Percent
Yes, full time	109	78%
Yes, part time	8	6%
No, not employed	23	16%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Sharana have increased, stayed the same or decreased?		
	Number	Percent
Increased	51	36%
Stayed the same	78	56%
Decreased	11	8%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q5 Do you pay Safayi (city fees or taxes)?		
	Number	Percent
Yes	0	0%
No	140	100%
Total	140	100%

Q5 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	0	0%
Dispose in public container	140	100%
Where is this container?	0	0%
Take to an official dump site	0	0%
Take to an improvised dump site	0	0%
Door to door collection	0	0%
Other	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q6a Where is this container?

	Number	Percent
On my street/close to my house	133	95%
On the next street	5	4%
Several streets away	2	1%
Total	140	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?

	Number	Percent
Very satisfied	129	92%
Somewhat satisfied	11	8%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method

	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	3.9

**Average rating where 1=very dissatisfied, 2=somewhat dissatisfied, 3=somewhat satisfied and 4=very satisfied*

Q8 How often does the municipal government clean trash from streets?

	Number	Percent
Every day	8	6%
A couple/few times a week	16	11%
Once a week	83	59%
Once every two or three weeks	0	0%
Once a month or less frequently	33	24%
Once a year	0	0%
Never	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	0	0%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	140	100%
Total	140	100%

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the municipal government, would you say they are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	125	89%	12	9%	2	1%	1	1%	0	0%	0	0%	140	100%
Provision of legal dumpsites	66	47%	71	51%	3	2%	0	0%	0	0%	0	0%	140	100%
Provision of garbage bins in residential areas	89	64%	30	21%	21	15%	0	0%	0	0%	0	0%	140	100%
Provision of garbage bins in commercial areas	48	34%	88	63%	2	1%	2	1%	0	0%	0	0%	140	100%
Cleaning garbage from the streets	107	76%	29	21%	3	2%	1	1%	0	0%	0	0%	140	100%
Affordability of trash service	25	18%	69	49%	24	17%	1	1%	21	15%	0	0%	140	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	3.9
Provision of legal dumpsites	3.5
Provision of garbage bins in residential areas	3.5
Provision of garbage bins in commercial areas	3.3
Cleaning garbage from the streets	3.7
Affordability of trash service	3.0

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q11 Which of the following sources do you use for drinking water?

	Number	Percent
Well on property	131	94%
Shared well with neighbors	8	6%
River, canal or other open source	0	0%
Public standpipe	0	0%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	0	0%
A private firm/person	0	0%
No one	140	100%
Total	140	100%

Q12 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	0	0%

Q14 In the last year, has any family member suffered from dysentery, cholera or severe diarrhea?

	Number	Percent
Yes	10	7%
No	130	93%
Total	140	100%

Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?

	Number	Percent
Solar Energy	139	99%
Personal Generator	18	13%
Public Generator (from government)	9	6%
Shared Generator (with neighbors)	0	0%
Government provided electricity that is not a public generator	0	0%
Micro Hydro Power (MHP)	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
No electricity	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q16 Who do you pay for this electricity service?		
	Number	Percent
No one	140	100%
Total	140	100%

Q18 What type of toilet do you have at your home?		
	Number	Percent
Indoor plumbing	0	0%
Dry latrine	139	100%
Latrine with septic	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q19 What type of drainage do you have for your waste water?		
	Number	Percent
Open ditch/canal	139	100%
Septic system	0	0%
City pipeline/sewer	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Drains onto the street/road	0	0%
Drains into the yard/garden	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	0	0%	46	33%	20	14%	74	53%	0	0%	0	0%	140	100%
The condition of larger drainage ditches throughout the city	0	0%	16	11%	0	0%	124	89%	0	0%	0	0%	140	100%
Ditch cleaning services	0	0%	24	17%	60	43%	56	40%	0	0%	0	0%	140	100%
Ditch repair services	0	0%	40	29%	51	36%	49	35%	0	0%	0	0%	140	100%
Ditch construction services	9	6%	40	29%	29	21%	62	44%	0	0%	0	0%	140	100%

Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City

	Average rating*
The condition of drainage ditches near home	1.8
The condition of larger drainage ditches throughout the city	1.2
Ditch cleaning services	1.8
Ditch repair services	1.9
Ditch construction services	2.0

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	0	0%	39	28%	33	24%	68	49%	0	0%	0	0%	140	100%
The condition of main city roads	84	60%	17	12%	21	15%	18	13%	0	0%	0	0%	140	100%
The condition of highways	25	18%	75	54%	40	29%	0	0%	0	0%	0	0%	140	100%
Street repair services	8	6%	38	27%	54	39%	40	29%	0	0%	0	0%	140	100%
Street construction services	0	0%	32	23%	47	34%	61	44%	0	0%	0	0%	140	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.8
The condition of main city roads	3.2
The condition of highways	2.9
Street repair services	2.1
Street construction services	1.8

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	34	24%	66	47%	0	0%	40	29%	0	0%	140	100%
Women's parks	0	0%	0	0%	40	29%	100	71%	0	0%	140	100%
Children's playgrounds	0	0%	0	0%	40	29%	100	71%	0	0%	140	100%

Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	0	0%	0	0%	0	0%	100	71%	40	29%	0	0%	140	100%
Women's parks	0	0%	0	0%	0	0%	0	0%	100	71%	40	29%	140	100%
Children's playgrounds	0	0%	0	0%	0	0%	0	0%	99	71%	41	29%	140	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.0
Women's parks	.
Children's playgrounds	.

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	39	28%	43	31%	58	41%	0	0%	0	0%	0	0%	140	100%
The size and layout of the market(s)	25	18%	56	40%	47	34%	12	9%	0	0%	0	0%	140	100%
The amount of food available at your market(s)	32	23%	94	67%	14	10%	0	0%	0	0%	0	0%	140	100%
The variety of foods available at your market(s)	99	71%	23	16%	18	13%	0	0%	0	0%	0	0%	140	100%
The quality of food at your market(s)	18	13%	59	42%	31	22%	32	23%	0	0%	0	0%	140	100%
The availability of goods besides food at your market(s)	98	70%	27	19%	15	11%	0	0%	0	0%	0	0%	140	100%

Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.9
The size and layout of the market(s)	2.7
The amount of food available at your market(s)	3.1
The variety of foods available at your market(s)	3.6
The quality of food at your market(s)	2.4
The availability of goods besides food at your market(s)	3.6

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q25 Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	8	6%	132	94%	0	0%	0	0%	0	0%	0	0%	140	100%
Fruit	75	54%	65	46%	0	0%	0	0%	0	0%	0	0%	140	100%
Vegetables	104	74%	29	21%	7	5%	0	0%	0	0%	0	0%	140	100%
Flour	140	100%	0	0%	0	0%	0	0%	0	0%	0	0%	140	100%
Cooking oil	140	100%	0	0%	0	0%	0	0%	0	0%	0	0%	140	100%
Sugar, tea	140	100%	0	0%	0	0%	0	0%	0	0%	0	0%	140	100%
Cereal	65	46%	75	54%	0	0%	0	0%	0	0%	0	0%	140	100%

Q26 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the municipal government to provide.

	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	17	12%	0	0%	0	0%	123	88%	140	100%
A new dump site for trash to reduce leaching into water and the spread of disease	4	3%	7	5%	23	16%	106	76%	140	100%
Ditch cleaning, repair and construction	0	0%	10	7%	0	0%	130	93%	140	100%
Street repair	0	0%	0	0%	0	0%	140	100%	140	100%
Supplying clean drinking water	25	18%	98	70%	4	3%	13	9%	140	100%
Provide a new area for a market	0	0%	0	0%	0	0%	140	100%	140	100%
Provide green areas/parks	0	0%	0	0%	11	8%	129	92%	140	100%
Provide electricity service	75	54%	18	13%	36	26%	11	8%	140	100%
Car parking	0	0%	7	5%	0	0%	133	95%	140	100%
Sidewalk construction/improvement	0	0%	0	0%	0	0%	140	100%	140	100%
Sport facilities/stadium	0	0%	0	0%	51	36%	89	64%	140	100%
Public latrine for men	0	0%	0	0%	7	5%	133	95%	140	100%
Public latrine for women	19	14%	0	0%	8	6%	113	81%	140	100%

Q27 If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?

	Number	Percent
Mayor	80	57%
Shuras/CDCs/Jirgas	33	24%
Tribal leader/Malik	17	12%
Mullah	0	0%
Wakil-e-Gozar	10	7%
Others	0	0%
Would contact no one	0	0%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q28 Have you ever asked someone in the municipal government to help you solve a problem or get a service?

	Number	Percent
Yes	40	29%
No	100	71%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q29 If you asked someone from the municipal government to fix your street, what do you think would happen?

	Number	Percent
It would be fixed within a month	21	15%
It would be fixed within a year	14	10%
My request would be put on a long wait list	94	67%
Other	11	8%
Don't know	0	0%
Refused	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q30 Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?

	Number	Percent
Very good job	18	13%
Somewhat good job	111	79%
Somewhat bad job	11	8%
Very bad job	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q31 How often do you think local government officials are working to serve people like you?

	Number	Percent
Almost always	64	46%
Sometimes	51	36%
Rarely	19	14%
Almost never	6	4%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q32 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?

	Number	Percent
A lot	85	61%
A little	44	31%
Very little	0	0%
None at all	0	0%
Don't know	11	8%
Refused	0	0%
Total	140	100%

Q33 To what extent do you trust each of the following to conduct its activities to benefit the people in your city?

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Businesses in the local market	108	77%	17	12%	8	6%	7	5%	0	0%	0	0%	140	100%
The religious leaders here	4	3%	74	53%	36	26%	26	19%	0	0%	0	0%	140	100%
Donor agencies	51	36%	32	23%	39	28%	18	13%	0	0%	0	0%	140	100%
The local government	12	9%	82	59%	39	28%	7	5%	0	0%	0	0%	140	100%
The provincial government	0	0%	59	42%	58	41%	23	16%	0	0%	0	0%	140	100%
The Afghanistan national government	20	14%	41	29%	48	34%	31	22%	0	0%	0	0%	140	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	11	8%
Did not know	124	89%
Provided wrong name	5	4%
Total	140	100%

Q35 Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	120	86%	14	10%	0	0%	0	0%	6	4%	140	100%
In Afghanistan as a whole	106	76%	28	20%	0	0%	6	4%	0	0%	140	100%

Q36 Compared to 12 months ago, do you think the amount of corruption overall in ...

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	79	56%	4	3%	57	41%	0	0%	0	0%	140	100%
In Afghanistan as a whole	72	51%	15	11%	53	38%	0	0%	0	0%	140	100%

Q37 Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	11	8%	0	0%	8	6%	91	65%	30	21%	0	0%	0	0%	140	100%
Customs office	0	0%	11	8%	4	3%	102	73%	23	16%	0	0%	0	0%	140	100%
Afghan National Police	0	0%	0	0%	29	21%	88	63%	23	16%	0	0%	0	0%	140	100%
Afghan National Army	0	0%	0	0%	17	12%	100	71%	23	16%	0	0%	0	0%	140	100%
Judiciary / courts	0	0%	0	0%	38	27%	98	70%	4	3%	0	0%	0	0%	140	100%
State electricity supply	0	0%	0	0%	0	0%	117	84%	23	16%	0	0%	0	0%	140	100%
Public healthcare service	0	0%	0	0%	30	21%	106	76%	4	3%	0	0%	0	0%	140	100%
When applying for a job	0	0%	11	8%	53	38%	76	54%	0	0%	0	0%	0	0%	140	100%
Admissions to schools/ university	0	0%	11	8%	4	3%	106	76%	19	14%	0	0%	0	0%	140	100%
To receive official documents	0	0%	0	0%	60	45%	74	55%	0	0%	0	0%	0	0%	134	100%

Q38 Are you aware of the government ministry known as the Ministry of Women's Affairs?

	Number	Percent
Yes	47	34%
Don't know	93	66%
Total	140	100%

Q39 Are there any local offices of the Ministry of Women’s Affairs in the district or province where you live? (If answered ‘Yes’ in Q38)?

	Number	Percent
Yes	68	49%
No	4	3%
Don't know	68	49%
Refused	0	0%
Total	140	100%

Q40 Some people say that women should have equal opportunities like men in education. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	140	100%
Agree somewhat	0	0%
Disagree somewhat	0	0%
Strongly disagree	0	0%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q41 Some people say that women should have equal opportunities like men in participating in government. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	73	52%
Agree somewhat	12	9%
Disagree somewhat	55	39%
Strongly disagree	0	0%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	17	12%
18-30 years old	99	71%
31-40 years old	20	14%
41-50 years old	4	3%
51-60 years old	0	0%
61 or more years old	0	0%
Total	140	100%

Q43 Are you now working, a housewife (ask only women), retired, a student, or looking for work?

	Number	Percent of households
Working	140	100%
Retired	0	0%
Housewife	0	0%
Student	0	0%
Unemployed	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Total may exceed 100% as respondents could provide more than one response.

Q44 What is the highest level of school or madrassa you completed?

	Number	Percent of households
Never went to school	26	19%
Primary School, incomplete (classes 1 to 5)	23	16%
Primary School, complete (finished class 6)	7	5%
Secondary education, incomplete (classes 7 to 8)	20	14%
Secondary education, complete (finished class 9)	29	21%
High School (classes 10 to 12)	35	25%
University education or above	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q45 Are you married or single?

	Number	Percent of households
Single	12	9%
Married	128	91%
Widower/ Widow	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	4	3%
6-10 people	32	23%
10-20 people	78	56%
21 or more people	26	19%
Total	140	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	4	3%
Own	136	97%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q48 Does your family have a Qabala or other way of demonstrating your tenure?

	Number	Percent of households
Yes	132	94%
No	8	6%
Total	140	100%

Q49 What do you pay each month for your lease or mortgage?

	Number	Percent of households
Pay nothing	0	0%
1,000 AFN or less per month	0	0%
1,001-2,000 AFN per month	2	67%
2,001-3,000 AFN per month	1	33%
3,001-4,000 AFN per month	0	0%
4,001-5,000 AFN per month	0	0%
5,001-7,500 AFN per month	0	0%
7,501 or more AFN per month	0	0%
Total	3	100%

Q50 Income Level

Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	0	0%
2,001 - 3,000 AFN	0	0%
3,001 - 5,000 AFN	56	40%
5,001 - 10,000 AFN	59	42%
10,001 - 15,000 AFN	21	15%
15,001 - 20,000 AFN	4	3%
20,001 - 25,000 AFN	0	0%
25,001 - 40,000 AFN	0	0%
More than 40,000 AFN	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q51 Gender

	Number	Percent of households
Male	140	100%
Female	0	0%
Total	140	100%

APPENDIX D: COMPLETE SET OF FREQUENCIES, 2010 RESIDENT SURVEY

These tables contain the percentage of respondents for each response category as well as the “N” or total number of respondents for each category, next to the percentage.

Q1 Can you tell me how many years you have lived in this city?		
	Number	Percent of households
1-5 years	23	16%
6-10 years	40	29%
11-20 years	58	41%
21-40 years	12	9%
41 or more years	7	5%
Total	140	100%

Q1 Average Number of Years Lived in City	
Average years in Sharana	14

Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Overall quality of life in Sharana	2	1%	46	33%	72	51%	19	14%	0	0%	1	1%	140	100%
The quality of schools in your city	2	1%	34	24%	92	66%	10	7%	0	0%	2	1%	140	100%
The quality of healthcare facilities in your city	2	1%	38	27%	84	60%	16	11%	0	0%	0	0%	140	100%
The health of people in your city	0	0%	59	42%	52	37%	29	21%	0	0%	0	0%	140	100%
The cleanliness of city streets	1	1%	53	38%	20	14%	66	47%	0	0%	0	0%	140	100%
The number of job opportunities in your city	0	0%	73	52%	41	29%	25	18%	0	0%	1	1%	140	100%
The number of businesses in your city	3	2%	69	49%	54	39%	14	10%	0	0%	0	0%	140	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Sharana	2.2
The quality of schools in your city	2.2
The quality of healthcare facilities in your city	2.2
The health of people in your city	2.2
The cleanliness of city streets	1.9
The number of job opportunities in your city	2.3
The number of businesses in your city	2.4

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q3 Is the head of your household currently employed?

	Number	Percent
Yes, full time	99	71%
Yes, part time	19	14%
No, not employed	22	16%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Sharana have increased, stayed the same or decreased?

	Number	Percent
Increased	60	43%
Stayed the same	64	46%
Decreased	15	11%
Refused	0	0%
Don't know	1	1%
Total	140	100%

Q5 Do you pay Safayi (city fees or taxes)?

	Number	Percent
Yes	25	18%
No	115	82%
Total	140	100%

Q5 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	1	4%
51 to 100 AFN	10	40%
101 to 200 AFN	11	44%
201 to 400 AFN	1	4%
401 to 600 AFN	1	4%
601 to 1,000 AFN	1	4%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?

	Number	Percent
Burn it	0	0%
Put it in a ditch or river	2	1%
Take it to farm/agricultural/desert land	0	0%
Dispose in street	129	92%
Dispose in public container	0	0%
Take to an official dump site	5	4%
Take to an improvised dump site	3	2%
Door to door collection	1	1%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Put it in our yard	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?

	Number	Percent
Very satisfied	0	0%
Somewhat satisfied	5	4%
Somewhat dissatisfied	38	27%
Very dissatisfied	97	69%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method

	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	1.3

*Average rating where 1=very dissatisfied, 2=somewhat dissatisfied, 3=somewhat satisfied and 4=very satisfied

Q8 How often does the municipal government clean trash from streets?

	Number	Percent
Every day	0	0%
A couple/few times a week	7	5%
Once a week	20	14%
Once every two or three weeks	52	37%
Once a month or less frequently	39	28%
Never	0	0%
Refused	1	1%
Don't know	20	14%
Total	139	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	24	17%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	115	83%
Total	139	100%

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the municipal government, would you say they are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	0	0%	30	21%	3	2%	107	76%	0	0%	0	0%	140	100%
Provision of legal dumpsites	0	0%	10	7%	3	2%	127	91%	0	0%	0	0%	140	100%
Provision of garbage bins in residential areas	0	0%	13	9%	4	3%	121	86%	0	0%	2	1%	140	100%
Provision of garbage bins in commercial areas	0	0%	20	14%	3	2%	117	84%	0	0%	0	0%	140	100%
Cleaning garbage from the streets	0	0%	30	21%	7	5%	102	73%	0	0%	1	1%	140	100%
Affordability of trash service	0	0%	13	9%	1	1%	106	76%	0	0%	20	14%	140	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.4
Provision of legal dumpsites	1.2
Provision of garbage bins in residential areas	1.2
Provision of garbage bins in commercial areas	1.3
Cleaning garbage from the streets	1.5
Affordability of trash service	1.2

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q11 Which of the following sources do you use for drinking water?

	Number	Percent
Well on property	132	94%
Shared well with neighbors	6	4%
River, canal or other open source	2	1%
Public standpipe	0	0%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	0	0%
A private firm/person	0	0%
No one	140	100%
Total	140	100%

Q14 In the last year, has any family member suffered from dysentery, cholera or severe diarrhea?

	Number	Percent
Yes	103	74%
No	36	26%
Total	139	100%

Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?

	Number	Percent
Solar Energy	61	44%
Shared Generator (with neighbors)	29	21%
No electricity	25	18%
Personal Generator	23	16%
Public Generator (from government)	2	1%
Government provided electricity that is not a public generator	0	0%
Micro Hydro Power (MHP)	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q16 Who do you pay for this electricity service?

	Number	Percent
City electricity department	1	1%
A private firm/person	29	21%
No one	109	78%
Total	139	100%

Q16 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	1	3%
201 to 400 AFN	16	53%
401 to 600 AFN	3	10%
601 to 1,000 AFN	5	17%
1,001 to 2,000 AFN	5	17%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	30	100%

Q17 Quality of Government Electricity Services, If Connected

[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor:

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	0	0%	2	40%	3	60%	0	0%	0	0%	0	0%	5	100%
Number of hours per day supplied	0	0%	1	20%	4	80%	0	0%	0	0%	0	0%	5	100%
Quality of supply (Electricity power & its cut out during service hours)	0	0%	2	40%	3	60%	0	0%	0	0%	0	0%	5	100%
Price for electric supply	0	0%	2	40%	3	60%	0	0%	0	0%	0	0%	5	100%

Q17 Average Rating of Satisfaction with Government Electricity Services, If Connected

	Average rating*
Number of days per week supplied	2.4
Number of hours per day supplied	2.2
Quality of supply (Electricity power & its cut out during service hours)	2.4
Price for electric supply	2.4

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q18 What type of toilet do you have at your home?

	Number	Percent
Indoor plumbing	0	0%
Dry latrine	139	99%
Latrine with septic	0	0%
Other	0	0%
Refused	0	0%
Don't know	1	1%

Total may exceed 100% as respondents could provide more than one response.

Q19 What type of drainage do you have for your waste water?

	Number	Percent
Open ditch/canal	136	99%
Don't know	2	1%
Septic system	0	0%
City pipeline/sewer	0	0%
Other	0	0%
Refused	0	0%
Drains onto the street/road	0	0%
Drains into the yard/garden	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
The condition of drainage ditches near home	0	0%	16	11%	6	4%	118	84%	0	0%	0	0%	140	100%
The condition of larger drainage ditches throughout the city	8	6%	27	19%	59	42%	46	33%	0	0%	0	0%	140	100%
Ditch cleaning services	1	1%	27	19%	29	21%	83	59%	0	0%	0	0%	140	100%
Ditch repair services	0	0%	27	19%	11	8%	102	73%	0	0%	0	0%	140	100%
Ditch construction services	1	1%	34	24%	9	6%	96	69%	0	0%	0	0%	140	100%

Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City

	Average rating*
The condition of drainage ditches near home	1.3
The condition of larger drainage ditches throughout the city	2.0
Ditch cleaning services	1.6
Ditch repair services	1.5
Ditch construction services	1.6

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	1	1%	40	29%	8	6%	91	65%	0	0%	0	0%	140	100%
The condition of main city roads	40	29%	20	14%	75	54%	5	4%	0	0%	0	0%	140	100%
The condition of highways	40	29%	18	13%	75	54%	7	5%	0	0%	0	0%	140	100%
Street repair services	0	0%	28	20%	4	3%	108	77%	0	0%	0	0%	140	100%
Street construction services	2	1%	21	15%	2	1%	115	82%	0	0%	0	0%	140	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.7
The condition of main city roads	2.7
The condition of highways	2.7
Street repair services	1.4
Street construction services	1.4

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	36	26%	35	25%	55	39%	0	0%	14	10%	140	100%
Women's parks	0	0%	2	1%	64	46%	6	4%	68	49%	140	100%
Children's playgrounds	35	25%	36	26%	55	39%	0	0%	14	10%	140	100%

Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor?

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	14	10%	38	27%	35	25%	44	31%	7	5%	2	1%	140	100%
Women's parks	0	0%	1	1%	0	0%	37	26%	24	17%	78	56%	140	100%
Children's playgrounds	14	10%	41	29%	35	25%	39	28%	7	5%	4	3%	140	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.2
Women's parks	1.1
Children's playgrounds	2.2

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	20	14%	26	19%	88	63%	6	4%	0	0%	0	0%	140	100%
The size and layout of the market(s)	27	19%	28	20%	77	55%	8	6%	0	0%	0	0%	140	100%
The amount of food available at your market(s)	2	1%	39	28%	98	70%	1	1%	0	0%	0	0%	140	100%
The variety of foods available at your market(s)	5	4%	40	29%	84	60%	11	8%	0	0%	0	0%	140	100%
The quality of food at your market(s)	2	1%	70	50%	48	34%	20	14%	0	0%	0	0%	140	100%
The availability of goods besides food at your market(s)	3	2%	70	50%	60	43%	7	5%	0	0%	0	0%	140	100%

Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.4
The size and layout of the market(s)	2.5
The amount of food available at your market(s)	2.3
The variety of foods available at your market(s)	2.3
The quality of food at your market(s)	2.4
The availability of goods besides food at your market(s)	2.5

*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q25 Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	95	68%	16	11%	28	20%	1	1%	0	0%	0	0%	140	100%
Fruit	94	67%	32	23%	14	10%	0	0%	0	0%	0	0%	140	100%
Vegetables	102	73%	38	27%	0	0%	0	0%	0	0%	0	0%	140	100%
Flour	127	91%	13	9%	0	0%	0	0%	0	0%	0	0%	140	100%
Cooking oil	129	92%	11	8%	0	0%	0	0%	0	0%	0	0%	140	100%
Sugar, tea	136	97%	4	3%	0	0%	0	0%	0	0%	0	0%	140	100%
Cereal	124	89%	14	10%	2	1%	0	0%	0	0%	0	0%	140	100%

Q26 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the municipal government to provide.

	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	3	2%	3	2%	13	9%	121	86%	140	100%
A new dump site for trash to reduce leaching into water and the spread of disease	1	1%	11	8%	13	9%	115	82%	140	100%
Ditch cleaning, repair and construction	12	9%	6	4%	5	4%	117	84%	140	100%
Street repair	22	16%	35	25%	22	16%	61	44%	140	100%
Supplying clean drinking water	23	16%	22	16%	29	21%	66	47%	140	100%
Provide a new area for a market	0	0%	5	4%	9	6%	126	90%	140	100%
Provide green areas/parks	12	9%	24	17%	28	20%	76	54%	140	100%
Provide electricity service	67	48%	36	26%	19	14%	18	13%	140	100%

Q27 If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?

	Number	Percent
Mayor	82	59%
Shuras/CDCs/Jirgas	45	32%
Tribal leader/Malik	2	1%
Mullah	1	1%
Would contact no one	8	6%
Don't know	2	1%
Refused	0	0%
Total	140	100%

Q28 Have you ever asked someone in the municipal government to help you solve a problem or get a service?

	Number	Percent
Yes	80	57%
No	60	43%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q29 If you asked someone from the municipal government to fix your street, what do you think would happen?

	Number	Percent
It would be fixed within a month	0	0%
It would be fixed within a year	1	1%
My request would be put on a long wait list	110	79%
Other	6	4%
Don't know	23	16%
Refused	0	0%

Total may exceed 100% as respondents could provide more than one response.

Q30 Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?

	Number	Percent
Very good job	8	6%
Somewhat good job	78	56%
Somewhat bad job	44	31%
Very bad job	8	6%
Refused	0	0%
Don't know	2	1%
Total	140	100%

Q31 How often do you think local government officials are working to serve people like you?

	Number	Percent
Almost always	2	1%
Sometimes	40	29%
Rarely	56	40%
Almost never	22	16%
Refused	7	5%
Don't know	13	9%
Total	140	100%

Q32 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?

	Number	Percent
A lot	51	36%
A little	39	28%
Very little	22	16%
None at all	15	11%
Don't know	13	9%
Refused	0	0%
Total	140	100%

Q33 To what extent do you trust each of the following to conduct its activities to benefit the people in your city?

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Businesses in the local market	27	19%	35	25%	44	31%	34	24%	0	0%	0	0%	140	100%
The religious leaders here	87	62%	43	31%	7	5%	3	2%	0	0%	0	0%	140	100%
Donor agencies	19	14%	34	24%	33	24%	54	39%	0	0%	0	0%	140	100%
The local government	12	9%	34	24%	52	37%	42	30%	0	0%	0	0%	140	100%
The provincial government	2	1%	34	24%	50	36%	54	39%	0	0%	0	0%	140	100%
The Afghanistan national government	2	1%	34	24%	46	33%	57	41%	0	0%	1	1%	140	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	11	8%
Did not know	97	69%
Provided wrong name	32	23%
Total	140	100%

Q35 Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	131	94%	8	6%	0	0%	0	0%	1	1%	140	100%
In Afghanistan as a whole	137	98%	3	2%	0	0%	0	0%	0	0%	140	100%

Q36 Compared to 12 months ago, do you think the amount of corruption overall in ...

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	89	64%	46	33%	5	4%	0	0%	0	0%	140	100%
In Afghanistan as a whole	104	74%	29	21%	5	4%	0	0%	2	1%	140	100%

Q37 Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	3	2%	19	14%	29	21%	71	51%	17	12%	0	0%	1	1%	140	100%
Customs office	7	5%	37	26%	41	29%	29	21%	26	19%	0	0%	0	0%	140	100%
Afghan National Police	68	49%	51	36%	15	11%	0	0%	6	4%	0	0%	0	0%	140	100%
Afghan National Army	2	1%	4	3%	13	9%	82	59%	38	27%	0	0%	1	1%	140	100%
Judiciary / courts	107	76%	17	12%	7	5%	5	4%	4	3%	0	0%	0	0%	140	100%
State electricity supply	1	1%	8	6%	20	14%	57	41%	54	39%	0	0%	0	0%	140	100%
Public healthcare service	1	1%	9	6%	24	17%	97	69%	8	6%	1	1%	0	0%	140	100%
When applying for a job	1	1%	33	24%	32	23%	48	34%	26	19%	0	0%	0	0%	140	100%
Admissions to schools/ university	3	2%	37	26%	30	21%	62	44%	7	5%	0	0%	1	1%	140	100%
To receive official documents	7	5%	26	19%	32	23%	51	36%	24	17%	0	0%	0	0%	140	100%

Q38 Are you aware of the government ministry known as the Ministry of Women's Affairs?

	Number	Percent
Yes	67	48%
No	69	49%
Don't know	4	3%
Refused	0	0%
Total	140	100%

Q39 Are there any local offices of the Ministry of Women's Affairs in the district or province where you live? (If answered 'Yes' in Q38)?

	Number	Percent
Yes	56	40%
No	72	51%
Don't know	12	9%
Refused	0	0%
Total	140	100%

Q40 Some people say that women should have equal opportunities like men in education. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	45	32%
Agree somewhat	69	49%
Disagree somewhat	9	6%
Strongly disagree	15	11%
Don't know	1	1%
Refused	1	1%
Total	140	100%

Q41 Some people say that women should have equal opportunities like men in participating in government. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	1	1%
Agree somewhat	0	0%
Disagree somewhat	31	22%
Strongly disagree	106	76%
Don't know	2	1%
Refused	0	0%
Total	140	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	0	0%
18-30 years old	74	53%
31-40 years old	41	29%
41-50 years old	14	10%
51-60 years old	6	4%
61 or more years old	5	4%
Total	140	100%

Q43 Are you now working, a housewife (ask only women), retired, a student, or looking for work?

	Number	Percent of households
Working	133	95%
Retired	0	0%
Housewife	0	0%
Student	5	4%
Unemployed	2	1%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Total may exceed 100% as respondents could provide more than one response.

Q44 What is the highest level of school or madrassa you completed?

	Number	Percent of households
Never went to school	13	9%
Primary School, incomplete (classes 1 to 5)	5	4%
Primary School, complete (finished class 6)	28	20%
Secondary education, incomplete (classes 7 to 8)	34	24%
Secondary education, complete (finished class 9)	41	29%
High School (classes 10 to 12)	19	14%
University education or above	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q45 Are you married or single?

	Number	Percent of households
Single	15	11%
Married	124	89%
Widower/ Widow	1	1%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	0	0%
6-10 people	27	19%
10-20 people	68	49%
21 or more people	44	32%
Total	139	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	3	2%
Own	136	97%
Don't know	1	1%
Refused	0	0%
Total	140	100%

Q48 Does your family have a Qabala or other way of demonstrating your tenure?

	Number	Percent of households
Yes	137	98%
No	3	2%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q49 What do you pay each month for your lease or mortgage?

	Number	Percent of households
Pay nothing	0	0%
1,000 AFN or less per month	0	0%
1,001-2,000 AFN per month	1	33%
2,001-3,000 AFN per month	1	33%
3,001-4,000 AFN per month	1	33%
4,001-5,000 AFN per month	0	0%
5,001-7,500 AFN per month	0	0%
7,501 or more AFN per month	0	0%
Total	3	100%

Q50 Income Level

Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	0	0%
2,001 - 3,000 AFN	7	5%
3,001 - 5,000 AFN	33	24%
5,001 - 10,000 AFN	47	34%
10,001 - 15,000 AFN	23	16%
15,001 - 20,000 AFN	11	8%
20,001 - 25,000 AFN	2	1%
25,001 - 40,000 AFN	1	1%
More than 40,000 AFN	0	0%
Refused	10	7%
Don't know	6	4%
Total	140	100%

Q51 Gender

	Number	Percent of households
Male	140	100%
Female	0	0%
Total	140	100%

APPENDIX E: SURVEY METHODOLOGY

INTERNAL CAPACITY SURVEY

In 2010, NRC worked with RUE staff to create a data collection instrument to assess basic government capacity. In 2011, the instrument was significantly revised to capture more elements in each of four municipal government areas: general administration, financial management, revenue enhancement and Public Works. This instrument was further refined in 2012 to clarify question intent, collect additional information and eliminate some unnecessary questions. No revisions were made to the internal data collection instrument in 2013.

Each year the internal capacity assessment was completed by RUE staff. They visited each city and interviewed appropriate municipal staff to complete the assessment forms. Their assessment included gathering available documents such as economic plans, job descriptions and inventories, when available. The data forms completed with the municipalities and documents collected on the trips were reviewed by staff at RUE headquarters in Kabul and the information was data-entered and sent electronically to NRC.

Internal capacity data was not collected in Parun in any of the years, as security issues could not be resolved.

RESIDENT SURVEY

A survey instrument was developed in June and July 2010 through collaboration between NRC, ICMA and DAI staff with the goal of assessing residents' opinion about the quality of infrastructure, services and governance in their cities. The survey was then translated into appropriate Afghan languages. The survey was implemented in 2010, and then in July 2011, before the second iteration, minor changes and additions were made to the script. Several items were added to the 2012 survey but there were no changes made before implementing the 2013 survey.

This survey was intended to provide a baseline for assessing the effectiveness of projects and programs that will be implemented through the USAID funded Regional Afghan Municipalities Program for Urban Populations (RAMP UP). The survey was reviewed and approved by the Government of Afghanistan Independent Directorate of Local Governance (IDLG).

Along with the survey instrument, a sampling plan and interview training materials were developed to ensure consistency in implementation of the survey. Sample sizes for each city were chosen to ensure a 5% margin of error. For larger population centers (>7,000 households), the desired margin of error of 5%, given a .95 confidence interval, required that 350 households be interviewed. For smaller cities, the margin of error varied by the estimated number of households. In the following table, we show the number of interviews required in each city to attain a 5% margin of error, given the population estimate and using a finite population correction factor.

The same sampling plan was used for the 2010, 2011, 2012 and 2013 iterations. The resident survey was implemented in all the RUE cites in each of these years, except for Parun which was only included in the 2012 and 2013 iterations. Security concerns prevented interviewing in Parun in 2010 and 2011.

Sample Sizes

City	Approximate number of households ¹	Number of interviews planned	Number of interviews completed			
			2010	2011	2012	2013
Asadabad (Kunar)	1,800	275	275	276	275	275
Bamyan (Bamyan)	1,600	265	264	265	265	265
Bazarak (Panjshir)	2,700	300	300	300	300	300
Charikar (Parwan)	7,200	352	352	352	351	351
Gardez (Paktia)	3,100	312	313	312	295	295
Ghazni (Ghazni)	7,500	350	295	295	312	312
Jalalabad (Nangarhar)	26,000	372	371	372	372	372
Khost (Khost)	1,500	264	264	264	264	264
Mahmood Raqi (Kapisa)	200	100	100	100	100	100
Maidan Shar (Wardak)	400	150	150	150	150	150
Mehterlam (Laghman)	700	200	200	199	200	200
Parun (Nuristan)	350	140	0	0	140	140
Puli Alam (Logar) ²	700	200	200	200	200	200
Sharana (Paktika)	350	140	140	140	140	140

¹ The number of households in some cities was larger than the number shown in the table, this is because the interviews were conducted only in those sections of larger or geographically spread out cities where RAMP UP programs will be implemented.

² Due to safety concerns it was not possible to interview residents in Parun in 2010 and 2011.

Households in each city were chosen through random route sampling. If the city was large, interviewers planned to visit an equal number of households in each district. For each city (or neighborhood/district) a starting address (or spot, like the south east corner of the market) was randomly selected and the interview team wound through the streets, selecting every Nth household. If streets had homes facing each other, the team went up one side and returned down the other. The skip factor was chosen by dividing the total number of households in the town by the number of interviews to be completed (e.g., for Asadabad, every 6th house was interviewed as 1,800 estimated households divided by 275 equals 6.5). Once at the home, enumerators were asked to conduct the interview with the most senior or educated household member available and to alternate between men and women as much as possible. While choosing a family member (whether they were at home at that time or not) at random would be optimal for sampling, it was not possible for practical and security reasons. Interviewing the most senior or educated household member available each year will provide some consistency in sampling where true randomness is not possible.

Local people were recruited from each city to be enumerators for their city and each attended training before going into the field. Both male and female enumerators were recruited where it was possible to interview women. Interviewers were trained to understand the survey questions and the importance of conducting the survey in a consistent manner. Consistency in following the sampling plan and in reading the questions exactly as they were worded was emphasized. Interviewers also maintained interview disposition forms; tracking whether anyone was home and willing to complete an interview at the household.

Survey managers accompanied the survey teams in the field and reviewed interview sheets daily to correct any errors and retrain if methods were not followed. Completed survey forms were data entered by staff at the Kabul office using a structured Microsoft Access database. Open-ended questions were translated into English and the completed datasets were emailed to NRC staff for analysis and report writing.



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